



## POSITION DESCRIPTION

<b>POSITION TITLE:</b>		Library Outreach Officer			
<b>POSITION NO:</b>		703684	<b>CLASSIFICATION:</b>		Band 4
<b>DIVISION:</b>		Community Strengthening			
<b>BRANCH:</b>		Libraries, Arts & Events			
<b>REPORTS TO:</b>		Branch Team Leader			
<b>POLICE CHECK REQUIRED:</b>	Yes	<b>WORKING WITH CHILDREN CHECK REQUIRED:</b>	Yes	<b>PRE-EMPLOYMENT MEDICAL REQUIRED:</b>	Yes

*Yarra City Council is committed to being a child safe organisation and supports flexible and accessible working arrangements for all.*

*This includes people with a disability, Aboriginal and Torres Strait Islanders, culturally, religiously and linguistically diverse people, young people, older people, women, and people who identify as gay, lesbian, bisexual, transgender, intersex or queer.*

*We draw pride and strength from our diversity, remain open to new approaches and actively foster an inclusive workplace that celebrates the contribution made by all our people.*

### POSITION OBJECTIVES

The library operates in a team environment in which the library management, library resource & technology and library community learning & partnerships teams work together to achieve the objectives and initiatives outlined in the library plan.

To achieve this objective the incumbent will:

- Contribute to the achievement of Yarra Libraries' business strategy, vision and values.
- Support the development and delivery of library programs and events that support lifelong learning, literacy and reader development for children, young people and parents/carers.
- Provide proactive customer service in line with Yarra Libraries' strategy, standards and behaviours.

- Liaise with individuals, community groups, educational institutions, key stakeholders and the wider community.

## **ORGANISATIONAL CONTEXT**

Yarra Council seeks to foster an inclusive and dynamic community. It recognises that engaging in social and cultural activities enhances community belonging and well-being.

Yarra's suburbs have a rich and varied history which is reflected in the city's built form, natural environment and diverse population, which has a strong sense of community.

Lifelong learning and access to information and cultural resources has a place in the lives of all people, and Yarra Libraries has a valuable role to play in supporting our community as they learn, discover, imagine and engage.

Yarra Libraries is a dynamic public library service, providing a welcoming inclusive and stimulating environment where lifelong habits of learning and self-expression are encouraged, a love of reading is nurtured, and where library users can meet their educational, information and recreational needs.

Yarra Libraries sits within the Community Strengthening Division and is responsible for the provision and management of public library services to the community, through five static libraries at Carlton, Collingwood, Fitzroy, North Fitzroy and Richmond and a virtual presence at [www.yarracity.vic.gov.au/Libraries](http://www.yarracity.vic.gov.au/Libraries)

The library service employs staff within the three core functional areas including, Library Development and Marketing, Resource and Technology; and Community Engagement and Partnerships.

## **ORGANISATIONAL RELATIONSHIPS**

Position reports to:	Branch Team Leader
Position supervises:	Not applicable
Internal Relationships:	Library Staff Community Strengthening Division Other internal Council staff
External Relationships:	Residents Public libraries Community Groups Members of the public External service providers

## **KEY RESPONSIBILITY AREAS AND DUTIES**

### **1. Programs and Services**

- Deliver library programs and events that promote library resources and services, support early literacy and learning needs of children aged 0-6 and their caregivers, with direction from the Team Leader Children's and Youth Services
- Deliver outreach services to local childcare, kindergarten and education centres in the City of Yarra as directed by Team Leader Children's and Youth Services, and contribute to the delivery of other outreach activities at alternative service points throughout the municipality as required.
- Work collaboratively with teams across Yarra Libraries to support the implementation of library strategies and plans.
- Contribute to the planning, implementation and evaluation of library programs and events as directed by the Team Leader Children's and Youth Services
- Prepare and contribute to memorandum of understanding documents and agreements with external facilitators and other stakeholders

### **2. Collections Services**

- Under the guidance of the Collections Team Leader, maintain collections in accordance with the Yarra Libraries Collection Development Policy and collection maintenance procedures.
- Proactively assist customers to use library services & resources including print and digital.

### **3. Customer Service**

Provide proactive customer service and support at Yarra Libraries via:

- performing rostered customer service desk shifts and associated tasks that support customers in a self-service environment
- pre-opening service preparation including shelving, shelf tidying/reading and maintenance of the branch
- dealing with general enquiries in a proactive, effective and timely manner
- effectively referring complex enquiries to specialist library staff
- provide high level collection and service knowledge and information to customers through reader services and support
- Utilise the Customer Request Management System to effectively communicate and follow up with other employees in meeting the specific needs and expectations of customers as required
- Effectively implementing Yarra Libraries policies and procedures.

### **4. Continuous Improvement**

- Contribute to the continuous improvement and development of Yarra Libraries by participating in the following regular and ongoing activities as required:
- All Library Staff Forums
- training programs
- team meetings
- meetings with specific Team Leader
- professional networks, seminars/workshops as required

The ability to work across all Yarra Libraries branches, and on evenings and weekends.

The incumbent is willing to undertake other duties as required.

## **ACCOUNTABILITY AND EXTENT OF AUTHORITY**

- The work is performed within specific guidelines and under general supervision.
- The freedom to act is limited by standards, procedures, the content of the position description and the nature of the work assigned to the position from time to time. Nevertheless employees in this band should have sufficient freedom to plan their work at least several days in advance.
- Outcomes of work are readily observable.
- The effect of decisions and actions taken in this band is usually limited to a localised work group or function.
- When undertaking customer service duties as the senior staff member, the incumbent will be responsible for enforcing library policies, supervising staff and performing all day to day routine tasks.
- Demonstrate leadership in reducing Yarra's emissions and building a climate resilient future by embedding climate considerations into all of Councils activities.

### **At Yarra Every Job is a Climate Job**

Acting on the climate emergency requires that we change the way we think, make decisions, and prioritise action. We must embed proactive climate responses in the ways we govern, live our lives, and conduct our work. Every choice we make today and into the future will have an impact; this is true for Council and the community.

Acknowledging the scale of this crisis, at Yarra we are committed to ensuring that every job is a climate job meaning that each staff member will play a key role in shaping our climate response.

### **Safety & Risk**

Act as a role model for a safety and risk management culture and ensure officers are aware of and adhere to legislative requirements and Council policies and procedures.

- Monitor and report on any conditions likely to impact on employee safety.
- Initiate or support the development and training of appropriate safe work practices for all new processes or equipment.
- Identify hazards, assess, report and investigate incidents, train staff and where practicable, resolve any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.

- Ensure consultation with staff on OH&S issues as early as practicable and include safety and risk in all team meeting agendas.

### **Yarra Values**

Behave according to the following values which underpin our efforts to build a service- based culture, based on positive relationships with colleagues and the community:

- Courage
- Respect
- Accountability

### **JUDGEMENT AND DECISION MAKING**

The nature of the work is clearly defined with procedures well understood and clearly documented. The particular tasks to be performed may involve selection from a limited range of existing techniques, systems, equipment, methods or processes in a defined range of recurring work situations. Guidance and advice is always available.

### **SPECIALIST KNOWLEDGE AND SKILLS**

- An understanding of the role and function of the Library teams to who support is provided, an understanding of the long term goals of the Library Services Branch, and an appreciation of the goals of the wider organisation.
- Ability to deliver high quality programs and services to children and youth; including storytimes, holiday programs, activities and class visits.
- An understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents.
- Proficiency in the use of digital technologies and software.
- Computer skills including demonstrated capabilities in the use of Microsoft Office business suite of tools (particularly Word, Excel, SharePoint and Teams).
- Commitment to customer service ethic and personal service excellence, including written and oral communication and general customer service.
- Ability to run programs for the community.
- Commitment to ongoing training and development.

### **MANAGEMENT SKILLS**

This position requires basic skills in managing time and planning and organising one's own work so as to achieve specific and set objectives in the most efficient way within resources available and within a set timetable.

### **INTERPERSONAL SKILLS**

- Ability work effectively as an individual and as part of a team
- Excellent verbal, presentation and written communication skills
- Ability to consistently provide efficient and friendly service to library users
- Ability to gain the cooperation and assistance of other staff.

- Empathy with all sections of the community
- Ability to relate to people from diverse cultural backgrounds
- Fluency in a community language is desirable

### **MULTISKILLING**

The incumbent of this position may be directed by the Manager Library Services, to carry out other duties as are within the limits of the employee's skill, competence and training, provided such duties do not promote a narrowing of the employee's skill base.

### **QUALIFICATIONS AND EXPERIENCE**

A current Working with Children Check card is required.

A current Victorian Drivers' License is required.

Certification as 3A - Abecedarian Approach practitioner will be highly regarded.

Previous experience working in public library or similar environments is desirable.

### **KEY SELECTION CRITERIA**

1. Demonstrated ability to provide exceptional customer service to a range of people from diverse backgrounds, cultures and abilities.
2. Demonstrated ability to self-manage own time, priorities and duties and work as a part of a team, adapting successfully to changing situations and environments.
3. Demonstrated ability to successfully prepare and deliver early literacy programs, or similar storytelling and reading-based activities.
4. Demonstrated storytelling skills and the ability to engage or perform with crowds.