



POSITION DESCRIPTION

POSITION TITLE:		Community Outreach Officer			
POSITION NO:		703674	CLASSIFICATION:		Band 4
DIVISION:		Community Wellbeing			
BRANCH:		Library Services			
UNIT:		Community Learning & Partnerships			
REPORTS TO:		Team Leader Community Programs			
POLICE CHECK REQUIRED:	Yes	WORKING WITH CHILDREN CHECK REQUIRED:	Yes	PRE-EMPLOYMENT MEDICAL REQUIRED:	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 and technology and library Community Learning and 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
- Provide proactive customer service in line with Yarra Libraries' strategy, standards and behaviours
- Contribute to the planning, delivery and promotion of Home Library Services to the communities of the City of Yarra

- Provide resources to Yarra Libraries services, resources and programs to residents who may be socially isolated or disengaged from participating in community life through the delivery of community outreach programs
- Delivery of quality customer service to both internal and external clients

ORGANISATIONAL CONTEXT

Yarra City 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 Vision is: Building Community Discovery

Yarra Libraries Mission as indicated in the Yarra Libraries Strategic Plan 2013–16 is: *To provide relevant, authoritative and inspiring services and programs that develop and support individual and community lifelong learning, wellbeing and social inclusion.*

Yarra Libraries sits within the Community Wellbeing Directorate 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

The library service employs 40.67 EFT staff within the three core functional areas including Administrative Support, Resource and Technology; and Community Learning & Partnerships.

ORGANISATIONAL RELATIONSHIP

Position reports to: Team Leader Community Programs

Position supervises: Not applicable

Internal Relationships: Library Staff
Community Wellbeing 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. Community Engagement and Outreach

- Respond to a wide range of customer information and reference needs and requests by utilising branch collections, products and services.
- Maintaining a high level of customer focus by responding to customer needs.
- Assist with promotional activities, events and displays.
- Respond to the specific needs and expectations of customers as required with the provision to raise library membership and usage.
- Contribute to the planning and achievement of team goals and objectives
- Contribute to the planning and delivery of Home Library Services to the communities of Yarra.

2. Programs and Events

- Assist the Team Leader with the implementation of services and programs appropriate to the local community.
- Delivery of targeted programs to both internal and external clients.

3. Collections

- Undertake collection management duties as required

4. Customer Service

Provide pro-active customer service and support across Yarra Libraries by:

- performing a range of rostered library operations that support customers in a self-service environment based on a high level of knowledge of library products and services including circulation and collection maintenance duties
- dealing with enquiries in a proactive, effective and timely manner
- referring complex enquiries to specialist library staff
- providing customers with information relating to the collections and services offered by Yarra Libraries
- 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
- participate in the development and delivery of activities and programs that support the library as a place for reading, learning and community
- collaborate with teams across the organisation to ensure the specific needs and expectations of customers are met
- Where required, provide support and undertake duties in other library areas to meet the operational requirements of Yarra and deliver quality customer service to the Yarra community

5. Continuous Improvement

Contribute to the continuous improvement and development of Yarra Libraries by participating in the following regular and ongoing activities as required:

- Libraries and Learning staff Forums
- training programs
- team meetings
- meetings with specific Team Leader
- professional networks, seminars/ workshops as required

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

7. 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

Safety and Risk

- Minimise risk to self and others and support safe work practices through adherence to legislative requirements and Council policies and procedures.
- Report any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.
- Yarra City Council is committed to prioritising and promoting child safety. We adhere to the Victorian Child Safe Standards as legislated in the Child, Wellbeing and Safety Act 2005 and have robust policies and procedures in order to meet this commitment.

Sustainability

Embrace the following Sustaining Yarra principles through day to day work:

- Protecting the Future
- Protecting the Environment
- Economic Viability
- Continuous Improvement
- Social Equity
- Cultural Vitality
- Community Development
- Integrated Approach

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:

- Accountability
- Respect
- Courage

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 whom 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
- An understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents.
- Ability to use, and knowledge of PCs, the internet, emerging technologies and social media including basic rouble shooting skills
- Computer skills including demonstrated capabilities in the use of Microsoft Office business suite of tools (particularly Word, Excel and PowerPoint)
- 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 part of a team
- Ability to consistently provide efficient and friendly service to library users
- Ability to communicate clearly both orally and in writing
- Ability to prepare routine correspondence and reports as required
- 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

QUALIFICATIONS AND EXPERIENCE

- Library Technician qualification or equivalent qualification or demonstrated experience working in public library environment
- A current Victorian Drivers' License is essential
- Computer literate; demonstrable ability to retrieve information from electronic and multimedia formats and familiarity with the use of social media in a public library environment; basic Windows, Microsoft Office, internet, email and social media capabilities
- A current Working with Children Check card is required

KEY SELECTION CRITERIA

1. Demonstrated experience in and knowledge of delivering services to residents who are elderly, infirm, disabled, socially isolated or disengaged

from participating in community life.

2. Demonstrated customer focus attributes, including the ability to respond promptly and courteously to a diverse range of service needs and a good knowledge of library services, products and collections.
3. Proven ability to prioritise tasks and activities that foster good time management.
4. Proven ability to collaborate and communicate effectively with a range of individuals and groups within the community.
5. Proven ability to work cooperatively in a team environment.