

## Position Name

<b>Team</b>	<b>Library Services</b>
<b>Division / Section</b>	City Services & Assets/ Library Services
<b>Location</b>	The Learning Space - Rhodes
<b>Classification/Grade/Band</b>	<b>Grade 2</b>
<b>Position Code</b>	
<b>Date position description approved</b>	

### Council overview

The City of Canada Bay is an active and vibrant city that captures the energy, diversity, pride and potential of its community.

### Primary purpose of the position

- To provide advice and assistance to customers to ensure enquiries are effectively addressed and problems are resolved.
- To support library and specialist staff in the provision of library services including circulation, administration, promotion and outreach.

### Key accountabilities

#### Technical/Operational

- Carry out circulation and information services according to the library's policies and procedures to ensure quality customer service.
- Participate in the service point roster system, including evening and weekend work at designated service points to ensure quality customer service to members and visitors.
- Assist in preparing and delivering library programs and activities as directed.
- Process new items and repair damaged materials according to established guidelines.
- Assist with collection development duties as directed.

#### Management & Leadership

- Nil

#### Communication, Consultation & Engagement

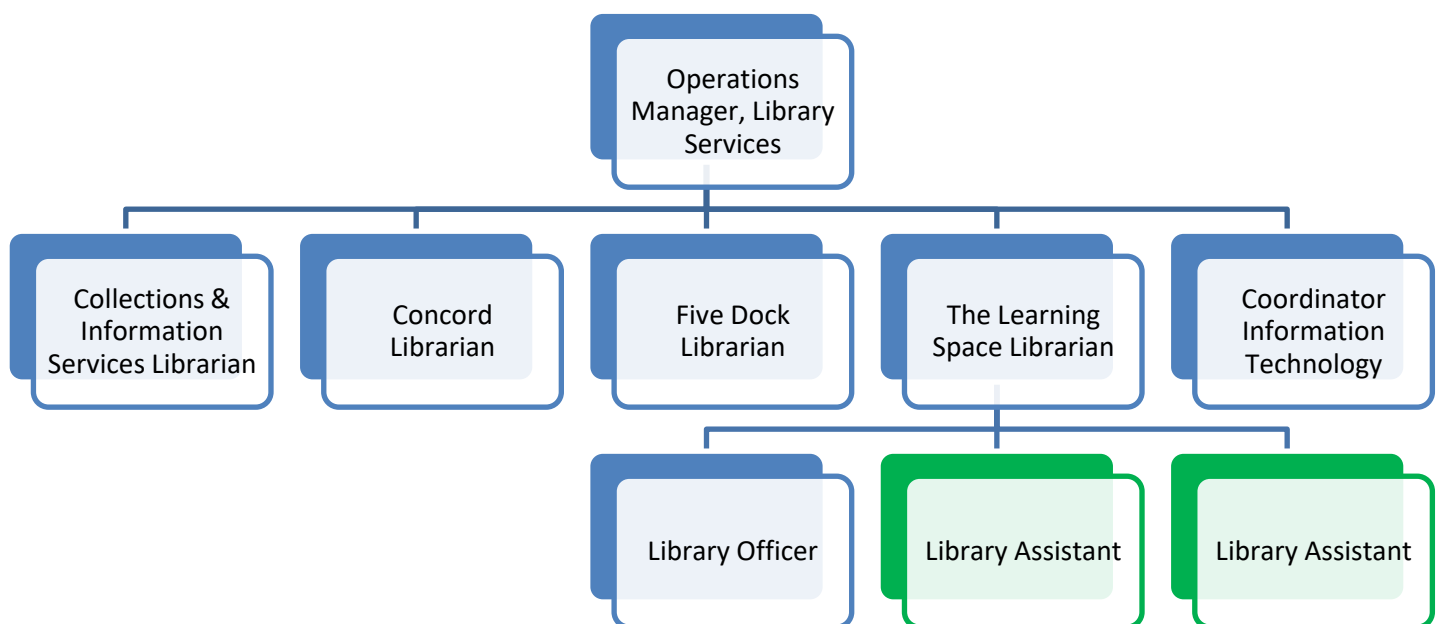
- Assist in the promotion of library services and resources to the community to ensure greater awareness and access to the library.

### General

- To comply with the operational responsibilities unique to the position as outlined in the attached schedule.
- Undertake other relevant duties as directed by the Manager, Library Services consistent with employee's skills, competence and training.

## Position/Department Structure

This position reports to The Learning Space Librarian.



## Essential Knowledge, Skills and Experience (Essential Criteria)

- HSC or equivalent.
- Ability to work in a team environment.
- Well developed communications and interpersonal skills.
- Demonstrated commitment to quality customer service in a busy library environment.
- Ability to use personal computers.
- Ability to assist with planning and implementing library programs.
- Ability to employ simple conflict resolution skills.
- Demonstrated commitment to EEO and rehabilitation policies and Work Health and Safety standards.

## Desirable Knowledge, Skills and Experience (Desirable Criteria)

- TAFE Certificate in Library and Information Services.
- Driver's licence.

## Agreement

We the undersigned agree that the position description and competencies contained herein are accepted as appropriate for the performance of this position.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
Appointed employee

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
Director

## SCHEDULE OF OPERATIONAL RESPONSIBILITIES

### 1. Work, Health & Safety Responsibilities

#### 1.1. Worker

A worker's responsibilities include, but are not limited to:

- 1.1.1. Taking reasonable care for his/her own health and safety.
- 1.1.2. Taking reasonable care that his or her acts or omissions do not adversely affect the health and safety of others.
- 1.1.3. Compliance, so far as the worker is reasonably able with any reasonable instructions that are given by Council or a Person Conducting a Business or Undertaking (PCBUs) for City of Canada Bay where applicable.
- 1.1.4. Cooperating with any reasonable policy or procedure of the City of Canada Bay or PCBUs working at or for City of Canada Bay or where applicable at the workplace that has been notified to workers.
- 1.1.5. Reporting all incidents, hazards and near misses to their direct supervisor.
- 1.1.6. Actively participating in injury management and rehabilitation programs.
- 1.1.7. Using Personal Protective Equipment (PPE) where required and in accordance with the manufacturer's instructions.
- 1.1.8. Maintaining all tickets, licences, operative training etc, required for the job either by legislation or through Council's or a PCBU's policies and procedures and advise Team Leaders of any change to these.
- 1.1.9. Attending all specified training and induction courses.
- 1.1.10. Contributing to workplace practice and procedure reviews.
- 1.1.11. Advising Team Leaders/Coordinators of any WHS issue that they believe should be addressed in the workplace.
- 1.1.12. Ensuring all hazards identified are reported to their immediate supervisor and appropriate forms completed.
- 1.1.13. Participating in workplace inspections.
- 1.1.14. Ensuring appropriate supervisory staff are advised of any person who is not engaging or complying with safe work practices or Council policies and procedures.

#### 1.2. Coordinator/Supervisor

In addition to the responsibilities of a worker, a Coordinator's/Supervisor's responsibilities also include, but are not limited to:

- 1.2.1. Providing advice to the Manager on WHS issues.

- 1.2.2. Organise prompt provision of first aid or medical attention for injured workers when required.
- 1.2.3. Ensure incidents and injuries are recorded in the Incident Injury Reporting book within 48 hours of the incident occurring.
- 1.2.4. Ensure all incidents and hazards are investigated and remedial actions are initiated in their area of responsibility.
- 1.2.5. Report incidents and accidents to the RAW Coordinator and if serious in nature, to the WHS Coordinator.
- 1.2.6. Cooperate with the WHS Coordinator in any incident or accident investigation that may be required.
- 1.2.7. Providing alternative duties/employment for injured workers as an integral part of the return to work process.
- 1.2.8. Consulting with workers and other stakeholders to ensure the Injury Management Program and Rehabilitation Program operate effectively.
- 1.2.9. Including safety training and equipment in budgets.
- 1.2.10. Ensuring the staff under your area of responsibility hold and maintain all tickets, licences, operative training etc required for their job by legislation or through the organisation's policy/procedures, and ensure a record of certification is maintained.
- 1.2.11. Ensuring all workers have attended relevant induction and essential safety courses.
- 1.2.12. Monitoring the use of Personal Protective Equipment (PPE) in accordance with Council's policies.
- 1.2.13. Undertaking workplace inspections in accordance with the City of Canada Bay's policies and corrective action taken if required.
- 1.2.14. Ensuring purchases comply with the City of Canada Bay's requisition procedures and purchasing policy.
- 1.2.15. Maintaining awareness of legislation which regulates activities you are responsible for.
- 1.2.16. Advising managers of any person who is not engaging or complying with safe work practices or the organisation's policies and procedures.
- 1.2.17. Ensuring hazards identified are investigated, assessed and remedial actions adopted to eliminate or control risks.
- 1.2.18. Ensuring all measures (including procedures and equipment) that are adopted to eliminate or control risks to health and safety are properly used and maintained.
- 1.2.19. Ensuring workers are supervised by a competent person.
- 1.2.20. Ensuring amenities are maintained in a safe and healthy condition at all times.

### **1.3. Manager**

In addition to the responsibilities of a worker, this position is also responsible, as a Manager, for:

- 1.3.1. Advising the Executive of WHS issues.
- 1.3.2. Organise prompt provision of first aid or medical attention for injured workers when required.
- 1.3.3. Ensure incidents and injuries are recorded in the Incident Injury Reporting book within 48 hours of the incident occurring.
- 1.3.4. Ensure all incidents and hazards are investigated and remedial actions are initiated in their area of responsibility.
- 1.3.5. Report incidents and accidents to the RAW Coordinator and if serious in nature, to the WHS Coordinator.
- 1.3.6. Cooperate with the WHS Coordinator in any incident or accident investigation that may be required.
- 1.3.7. Providing alternative duties/employment for injured workers as an integral part of the return to work process.

- 1.3.8. Ensuring all workers attend appropriate induction courses/programs and that all such training is fully documented.
- 1.3.9. The inclusion of health and safety requirements, including safety training and equipment in budgets.
- 1.3.10. Performing the required workplace inspections and audits as per the City of Canada Bay's policies, and ensuring required remedial action is completed and recorded.
- 1.3.11. Ensuring that all equipment purchased meets the City of Canada Bay's WHS requirements and is maintained and inspected in accordance with designers, manufacturers and suppliers, recommendations or Council's policies and procedures.
- 1.3.12. Performing on the job inspections to ensure compliance with working procedures for safe working practices.
- 1.3.13. Ensuring all Job Plans and Position Specifications include responsibilities under the City of Canada Bay's WHS policy.
- 1.3.14. Ensuring safe work method statements are developed and implemented in consultation with relevant personnel for tasks that are identified as high risk tasks.
- 1.3.15. Effective procedures are in place, and are implemented, to identify hazards.
- 1.3.16. All required work activities have a corresponding Safe Work Method Statement (SWMS) which are provided to workers and PCBU's undertaking the work activity.
- 1.3.17. Programs are in place for issue, use and maintenance of Personal Protective Equipment (PPE).
- 1.3.18. Appropriate amenities are available for all workers and PCBU's whilst they are in the workplace.
- 1.3.19. That documents used in relation to the WHS Risk Management System are retained in a secure environment.

## 2. Workplace Behaviour Standards and Expectations

### 2.1. Employees' Responsibilities

- 2.1.1. In addition to complying with Equal Employment Opportunity (EEO) legislation and Council's Workplace Behaviour Standards and Expectations Policy employees are responsible for:
- 2.1.2. Embracing diversity and supporting inclusive workplaces
- 2.1.3. Recognising different styles and perspectives
- 2.1.4. Contributing to open communication and information sharing
- 2.1.5. Taking seriously any incidents of bullying or harassment for themselves and other employees and reporting them promptly

In addition to the responsibilities of an employee, this position is also responsible, as a Manager, for:

### 2.2. Managers' Responsibilities

- 2.2.1. In addition to complying with Equal Employment Opportunity (EEO) legislation and Council's Workplace Behaviour Standards and Expectations Policy managers are responsible for: promoting open communication, sharing information
- 2.2.2. Not diminishing or seeking to excuse reported instances of harassment or bullying
- 2.2.3. Providing constructive, regular, reasonable performance guidance
- 2.2.4. Embracing diversity and supporting an inclusive workplace
- 2.2.5. Recognising and appreciating different working styles and perspectives
- 2.2.6. Allocating duties fairly, setting clear expectations and realistic deadlines
- 2.2.7. Monitoring potential for and acting promptly on, bullying or harassing behaviour

### 3. Sustainability Responsibilities

Contribute to Council's environmental sustainability objectives and targets through active participation and compliance with Councils policies & procedures.

### 4. Record Keeping Responsibilities

Comply with Council's Records Management Policy and the State Records Act 1998.

### 5. Designated Person Classification

This position is not classified as a "designated position" under section 449 of the Local Government Act 1993 and is therefore not required to complete a 'Disclosures by Councillors and Designated Persons Return'.

or

This position is classified as a "designated position" under section 449 of the Local Government Act 1993. As such a 'Disclosures by Councillors and Designated Persons Return' will need to be completed annually which discloses pecuniary interests and other matters as prescribed by Part 8 of the Local Government (General) Regulation 2005.

### 6. Code of Conduct Obligations

Comply with the requirements of Council's Code of Conduct.

### 7. Delegations

Delegations for the position are listed in the Register of Delegations and are to be exercised in accordance with the requirements of the register and the "Delegations Practice Guide".

### 8. Organisation Values

#### 8.1. Creativity

All staff are encouraged to explore opportunities and new ideas.

#### 8.2. Fun

We choose to create a great place to work.

#### 8.3. Leadership

We inspire and enable staff to bring out the best in themselves and each other.

#### 8.4. Teamwork

We treat each other the way we would like to be treated.

#### 8.5. Respect

We work together collaboratively, and in support of each other.

### 9. Acknowledgement

I have read and understood, and agree to comply with, the Operational Responsibilities as outlined above:

Initialled: \_\_\_\_\_

Date: \_\_\_\_\_

Appointed employee

Initialled: \_\_\_\_\_

Director

Date: \_\_\_\_\_

## SKILL PROGRESSION & ASSESSMENT RECORD



### Generic skills – Apply to all salary steps

Common Skills	Standard for the use of skills	N/A	Employee		Reviewer		Comments
			Standard Met		Standard Met		
			Yes	No	Yes	No	
Accept responsibility for and manage own work							
Work area is well organised and safe in accordance with relevant standards/policies							
Instructions are clearly understood and factors effecting work requirements are identified and appropriate action taken							
Workload is reviewed and prioritised within allocated timeframes							
Responsibilities and duties are performed in accordance with work standards and Council policies, procedures and code of conduct							
Appropriate persons are informed if additional support is required to complete allocated work within agreed timeframes							
Communication							
Communication with staff at all levels is appropriate to the workplace standards and promotes co-operation at all times							
Code of Conduct, organisational policies, operating management standards and procedures							
Comply with the requirements of Council's Code of Conduct							
Comply with Workplace Behaviour Standards & Expectations Policy							
Comply with all organisational policies, operating management standards and procedures							
Customer Service							
Communication with the public is conducted in a courteous manner and the information provided is accurate and timely in accordance with Council policy							
A standard of personal presentation and contact with customers is in accordance with Council policy and guidelines							
Complaints or disputes are identified and resolved promptly or referred to the appropriate person(s)							
EEO							
The principles of equal employment opportunity are observed and implemented							



Generic skills – Apply to all salary steps							
Common Skills	Standard for the use of skills	N/A	Employee		Reviewer		Comments
			Standard Met		Standard Met		
			Yes	No	Yes	No	
Maintain Records							
Confidentiality of information and records is maintained							
Records are secured, accessible, accurate and up to date							
Complies with Council's Records Management Policy and the State Records Act 1998							
Organisational Values							
Creativity – Explore, and encourage others to explore, opportunities and new ideas							
Fun – Maintain a positive attitude and get to know others in the workplace							
Leadership – Inspire and enable themselves and others to reach their full potential							
Respect – Treat others the way you would like to be treated							
Teamwork – Work together collaboratively and in support of each other							
Sustainability							
Contribute to Council's environmental sustainability objectives and targets through active participation and compliance with Council's policies and procedures							
WHS and Risk Management							
Take reasonable care for the health and safety of themselves and others							
Cooperate with any reasonable policy or procedure of Council in relation to WHS							
Reports all incidents, hazards and near misses to their direct supervisor							
Use Personal Protective Equipment (PPE) where appropriate							
Maintain all tickets, licences, operative training etc., required for the job.							
Attend all specified training and induction courses							
Participate in workplace inspections							

## Essential Qualifications and Experience

### Step 1

Skills	Standard for the use of skills	N/A	Employee		Reviewer		Comments
			Standard Met		Standard Met		
			Yes	No	Yes	No	

### Step 2

Skills	Standard for the use of skills	N/A	Employee		Reviewer		Comments
			Standard Met		Standard Met		
			Yes	No	Yes	No	

### Step 3

Skills	Standard for the use of skills	N/A	Employee		Reviewer		Comments
			Standard Met		Standard Met		
			Yes	No	Yes	No	

### Step 4

Skills	Standard for the use of skills	N/A	Employee		Reviewer		Comments
			Standard Met		Standard Met		
			Yes	No	Yes	No	

### Step 5 – Work plan

#### Part 1 – To be derived from Operating Plan

Delivery Plan Action	Operating Plan Activity	Individual contribution (Work Plan)	Interim Appraisal			Annual Appraisal			Comments
			Standard Met			Standard Met			
			Yes	No	N/A	Yes	No	N/A	
EXAMPLE using row 154 of the Delivery Plan spreadsheet – Executive Services for the Manager Corporate Strategy position									
Engage residents, ratepayers and other stakeholders in decision making about Council resources and other issues	Coordinate an ongoing community engagement program to identify and test the levels of Council service and subsidy required by our local community.	Responsible for community engagement program which includes: <ul style="list-style-type: none"><li>Citizen's Panel review of Council services</li><li>Customer Satisfaction Surveys</li></ul>							

### Step 5 – Work plan

#### Part 2 – General, Planned and Ongoing Activities (including Professional Development opportunities)

Delivery Plan Action	Operating Plan Activity	Individual contribution (Work Plan)	Interim Appraisal			Annual Appraisal			Comments
			Standard Met			Standard Met			
			Yes	No	N/A	Yes	No	N/A	
Example	Taking on higher level responsibilities Exposure to other work activities Improvements in current work practices								

## Step 6 – Work plan

### Part 1 – To be derived from Operating Plan

Delivery Plan Action	Operating Plan Activity	Individual contribution (Work Plan)	Interim Appraisal			Annual Appraisal			Comments
			Standard Met			Standard Met			
			Yes	No	N/A	Yes	No	N/A	
EXAMPLE using row 154 of the Delivery Plan spreadsheet – Executive Services for the Manager Corporate Strategy position									
Engage residents, ratepayers and other stakeholders in decision making about Council resources and other issues	Coordinate an ongoing community engagement program to identify and test the levels of Council service and subsidy required by our local community.	Responsible for community engagement program which includes: <ul style="list-style-type: none"><li>Citizen's Panel review of Council services</li><li>Customer Satisfaction Surveys</li></ul>							

## Step 6 – Work plan

### Part 1 – General, Planned and Ongoing Activities (including Professional Development opportunities)

Delivery Plan Action	Operating Plan Activity	Individual contribution (Work Plan)	Interim Appraisal			Annual Appraisal			Comments
			Standard Met			Standard Met			
			Yes	No	N/A	Yes	No	N/A	
Example	Taking on higher level responsibilities Exposure to other work activities Improvements in current work practices								

### Agreement

The skills descriptors are current and accurately reflect the requirements of the position.

Manager

name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee

name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_