



POSITION DESCRIPTION

POSITION DETAILS			
Position Title:	Young Adult and Seniors Officer		
Position Number:	3214	Standard Position Hours:	35 Hours
Directorate:	Corporate and Community Services	Unit:	Community and Cultural Engagement
Salary Grade:	6	Award Band and Level:	Band 2 Level 2
Position Reports to:	Programs and Promotions Team Leader		
Staff Management:	Nil		
Budget Responsibility:	\$3,500		
Date Created:	26 March 2021	Date Last Reviewed:	Click here to enter a date.
Version:	1	Document Number:	DOC2021/146488

ORGANISATIONAL ENVIRONMENT

Cessnock City Council employs approximately 400 employees and is responsible for a local government area of approximately 1,950 square kilometres within the Hunter Valley of New South Wales, approximately 120 kilometres north of Sydney and 40 kilometres west of Newcastle.

Cessnock City Council provides a diverse range of services and facilities for the residents and visitors of the local government area. Cessnock City Council comprises of three Directorates:

- Works and Infrastructure
- Planning and Environment
- Corporate and Community Services.

ORGANISATIONAL CONTEXT OF POSITION

The Corporate and Community Services directorate manages services associated with the following functions within Cessnock City Council:

- Finance, Governance and Administration
- Technology Systems
- Community and Cultural Engagement.

The Community and Cultural Engagement Unit is responsible for the planning, development, delivery and operations of community and cultural services including libraries, youth services, cultural facilities, community information and community engagement activities.

WORKPLACE HEALTH & SAFETY

The Responsibilities, Authorities and Accountabilities (RAA's) applicable to this position is Level 6.

For specific WHS Responsibilities, Authorities and Accountabilities applicable to this position, refer to the WHS RAA Handbook.

The person accepting this position is required to read and comply with the RAA's applicable to this position.

PRIMARY OBJECTIVE

The primary objective of this position is to:

- Actively contribute to the development of an effective and efficient Library service that meets the recreational, cultural, information and educational needs of youth and seniors.
- Provide and deliver high quality programs and events, information and reader's advisory services for youth and seniors that meet the Library's strategic objectives.
- Deliver exceptional customer service.

KEY ACCOUNTABILITIES

1. Plan, develop, promote and deliver library and information services, programs and events that meet the diverse needs and interests of youth and seniors across the library service while encouraging the development of literacy, creativity and lifelong learning.
2. Plan, develop and deliver targeted community outreach to promote library services for youth and senior citizens.
3. Prepare annual calendar of youth and seniors library activities in collaboration with relevant staff and community groups and promote activities through talks and demonstrations.
4. Establish, develop and maintain collaborative partnerships with library staff, staff in other Council departments, local business, community, schools, retirement villages and cultural organisations.
5. Provide to supervisor regular reports, statistics, feedback and evaluation of youth and seniors programs and activities.
6. Maintain awareness of current trends, issues and new technologies to ensure services and programs remain relevant to the target audience and implement new strategies and procedures that focus on enhancement and improvement.
7. Contribute to the ongoing development and promotion of the Library's resources and collections for youth and adults.
8. Deliver exceptional customer service to all members of the community, face to face, over the phone and online, through the promotion, provision and demonstration of information services, reader advisory services, online services, library technologies and ensuring a high standard of library presentation.
9. Undertake a range of duties incorporating desk roster at any Cessnock City Library Branch Library.
10. Any other accountabilities or duties as directed which are within the employee's skills, competence and training.

POSITION SELECTION CRITERIA

Essential

1. Diploma Library and Information Services or equivalent Diploma level qualification with eligibility for professional membership to Australian Library and Information Association.
2. Minimum 3 years' experience working in a public library.
3. Demonstrated experience, enthusiasm and innovation in the development, delivery and evaluation of youth and senior programs and experience in delivering library literacy and lifelong learning programs.
4. Demonstrated strong interpersonal, written and verbal communications skills with the proven ability to communicate and engage with a wide range of people, both internal and external and build effective working relationships and partnerships throughout the wider community.
5. Demonstrated ability to work both independently and in an environment based on teamwork, cooperation, continuous improvement and high performance.
6. Demonstrated effective time management skills, ability to prioritise workload and manage multiple tasks, meet deadlines and have a flexible approach to a changing work environment.
7. Demonstrated commitment and ability to provide a high level of customer service that is respectful, engaging, supportive and accountable.
8. Demonstrated solid computer skills including sound knowledge and experience in the use of Microsoft Office and experience working with an integrated library computer management system, online bibliographic databases, library e-resources and technology trouble shooting skills encompassing a range of mobile devices.
9. Ability to work in accordance with a roster including Saturday and evening work across various locations where Council provides Library services and includes outreach points.
10. Holder of all of the following;
 - Current Class C driver's licence
 - Possession of a Paid Worker's current and valid Working with Children Check Number
11. Holder of, or willingness and ability to obtain a First Aid Certificate and volunteer to become a Justice of the Peace within 12 months of commencement of employment.

Highly Desirable

1. Demonstrated sound knowledge and understanding of issues confronting young people and older persons.

SIGNATURE

Employee

Full Name:

Signature:

Date: