

POSITION DESCRIPTION

LIBRARY OUTREACH SPECIALIST

POSITION NUMBER	LIB059
DIRECTORATE	Community and Culture
SECTION	Library Services
REPORTS TO	Coordinator Library Programs
DIRECT REPORTS	1
GRADE	12
CONDITIONS OF EMPLOYMENT	Local Government (State) Award 2020
DATE PREPARED	September 2018
DATE LAST UPDATED	September 2021

1. PURPOSE OF THE POSITION

To increase the library's profile and visibility within the community through a measured, consistent and purposeful program of community engagement and outreach services.

2. KEY ACCOUNTABILITIES

- 2.1 Develop and implement the Community Engagement and Outreach Services Delivery Plan
- 2.2 Identify and implement the creative use of evolving digital technologies and online platforms to increase community engagement and dialogue
- 2.3 Continuously improve community engagement and outreach processes that increase awareness of the services of the library to the community.
- 2.4 Develop, manage and delivery targeted community engagement at events and festivals promoting Library services.
- 2.5 Develop and maintain strong partnerships with Community groups, government agencies, schools and local businesses.

3. KEY MANAGERIAL ACCOUNTABILITIES

Leadership

- 3.1 'Lead by example'.
- 3.2 Input to and implement Council/Line Manager decisions at a strategic and operational level.
- 3.3 Create, embrace and lead change. Manage resistance to change.
- 3.4 Treat others with respect and compassion.

People Management

- 3.5 Lead, inspire, motivate, coach and mentor for optimal individual and team performance to achieve

- the overall strategic direction.
- 3.6 Objectively evaluate staff, provide feedback and communicate expectations.
 - 3.7 Plan for the future, set team goals, identify priorities and follow through.
 - 3.8 Deal with non-performance and inappropriate behaviour in a timely manner.

Communication

- 3.9 Communicate to all in a clear and concise manner both written and verbal.
- 3.10 Promote cross organisational communication and collaboration.
- 3.11 Foster good working relationships with external and internal stakeholders.
- 3.12 Communicate with staff on a regular basis and gain their input where appropriate.

WHS / Risk Management

- 3.13 Understand the principles of Risk Management, including their application to resource conservation and incident/claim reduction.
- 3.14 Provide a safe and healthy work environment, in accordance with the NSW legislation, regulations and related Codes of Practice and Australian Standards.
- 3.15 In consultation with employees, develop and continually monitor the work area's Risk Control Plan and all associated Safe Work Method Statements and risk assessments.
- 3.16 Monitor and evaluate the performance of Team Leaders / Supervisors against their risk management responsibilities.
- 3.17 Promote Risk Management as a vital business principle and actively employ those principles in decision making processes.

Governance

- 3.18 Manage operations and resources for cost effective achievement of team goals.
- 3.19 Prepare, manage and take accountability for financial budgets within the program.
- 3.20 Identify and implement customer service initiatives.
- 3.21 Effectively manage systems to optimise the use of resources.
- 3.22 Ensure knowledge of industry trends and innovations for best practice delivery of service.
- 3.23 Have awareness and understanding of the socio-cultural, historical, political and economic context within which the Council operates.
- 3.24 Understand and comply with Local Government Act 1993 and other relevant legislation.
- 3.25 Support the strategic and corporate priorities of the General Manager and Executive.
- 3.26 Maintain all relevant policies, procedures, practices and staff communications with relevant Federal and State Legislation and implement as necessary to ensure Council's compliance.
- 3.27 Other duties as required.

4. WORKPLACE HEALTH AND SAFETY

'There is always time to work safely'. We all have a responsibility for Workplace Health and Safety. All employees must observe safe work practices and operating procedures and comply with the requirements of the WHS legislation and Council's Policies and Procedures relating to Workplace Health and Safety.

5. MODEL CODE OF CONDUCT

Council's Model Code of Conduct sets out minimum standards of conduct that is expected of employees and which we must adhere to. Employees must be impartial and fair in dealings with residents, customers, suppliers, general public and with each other in order to retain trust, confidence and support.



6. EQUAL EMPLOYMENT OPPORTUNITY

Georges River Council wants to build a workplace free from discrimination and harassment. It is the responsibility of all employees to ensure that they treat all colleagues and customers with respect and professionalism without regard to non-relevant criteria or distinctions.

7. COUNCIL'S POLICIES, MANAGEMENT GUIDELINES AND PROCEDURES

Comply with all Council's Management Guidelines, Policies and Procedures

8. CUSTOMERS

- 8.1 Provide effective service to Council customers and the community
- 8.2 Provide effective service to internal customers
- 8.3 Present a positive image of Council

9. LIMITS OF AUTHORITY

Please note that this position holds delegations pursuant to section 378 of the Local Government Act. Responsibilities are to be exercised in accordance with Council's Delegations of Functions.

10. SELECTION CRITERIA

Qualifications, Certificates & Licences

- 10.1 Tertiary qualifications in a relevant discipline
- 10.2 Current/Valid driver's license
- 10.3 Current Working with Children's Check

Essential

- 10.4 Previous experience in a Library Outreach role and/or Community engagement role
- 10.5 Strong presentation and public speaking skills, with the ability to write and present confidently to different audiences and online communication platforms including social media, e-news, and websites.
- 10.6 Extensive experience in planning, developing and implementing outreach programs and initiatives, and evaluating their success
- 10.7 Ability to work within a team environment, influence, develop and manage stakeholder relationships.
- 10.8 Strong analysis and problem solving skills
- 10.9 Ability to analyse and interpret community feedback and make informed recommendations to library management.
- 10.10 Sound knowledge of community engagement principles, processes, and current best practice methods.
- 10.11 Must have received two doses of a COVID-19 vaccine prior to commencement of employment with Georges River Council, except where a medical contraindication certificate is provided.

Desirable

- 10.12 Sound knowledge of the role and function of local government
- 10.13 Confidence in working with digital technologies and their use in creative applications



EMPLOYEE ONLY

I have read and understand the content of this Position Description and undertake to meet the key accountabilities in an appropriate manner.

Employee Name: _____

Signature: _____

Date: _____

