

# Position description

## Home Library & Seniors Inclusion Officer

Division:	<b>Liveable Communities</b>
Department:	<b>Libraries</b>
Reports to:	<b>Community Outreach Librarian</b>
Number of direct reports:	<b>Nil</b>
Location:	<b>Libraries</b>
Grade:	<b>7</b>
Employment status:	<b>Full Time</b>
Hours of work:	<b>35</b>
Date approved:	<b>July 2022</b>

### Our Mission

“We deliver benefits for our community in a way that adds value and builds trust”.

### Our Values

Organisational values are a critical component of our organisational culture. Council staff and management have created and adopted the following set of organisational values which help guide our decisions and behaviours.

<b>Wellbeing</b>	We value safety, security, health and happiness
<b>Integrity</b>	We are open, honest, accountable and take pride in all we do
<b>Sustainability</b>	We use efficiencies, innovation and cooperation to achieve sustainable results
<b>Respect</b>	We work together respectfully ensuring inclusion, equality and open communication

### Position Overview

The position co-ordinates the Home Library Service operations in collaboration with the library branch network and oversees Home Library volunteers to deliver a consistent human centred outreach service. The position is also a key member of the Library Outreach Team, leading collaborative development and delivery of senior's inclusion and outreach programs.

This position is responsible for implementing Library policies and procedures and promoting diversity, inclusion and belonging for all library customers. This position works collaboratively, builds networks and relationships across all teams and sites as well as with the community.

The position undertakes rostered frontline library customer service shifts to meet the MidCoast Libraries operational requirements.

The incumbent of this position is expected to demonstrate the following attributes and capabilities in undertaking their role.

### Key Accountabilities & Duties

- Co-ordinate the Home Library Service operations in collaboration with the branch network and volunteers to deliver a consistent human centred outreach service.
- Develop and deliver senior's inclusion and outreach programs supporting lifelong learning, digital literacy, and community wellbeing outcomes.
- Primary liaison for Home Library Service clients, families, nursing home and retirement village staff, and branch library staff to foster a high customer satisfaction.
- Contributes to library collection profiling and selection to meet the home library client and senior communities needs.
- Deliver continuous improvement strategies for Home Library Service systems and procedures to achieve library network wide service level consistency.
- Contribute to Community Outreach Team projects, programs and services to engage identified target communities.
- Champion library services, programs and events promoting community participation and positive engagement across the libraries.
- Facilitate quality readers advisory services to Home Library clients and empower library volunteers to support positive reading culture outcomes.
- Contribute to library services, collections, and programs data gathering and analytics, and support development of targeted Home Library Service marketing plans.
- Deliver a high-quality customer experience and provide professional customer service duties across the library network by clarifying and understanding the customer request, presenting options and explaining solutions.
- Assist volunteers and customers to utilise technologies, systems and applications and support their learning and skills development.
- Work Health & Safety - All Council staff are accountable for ensuring that they fulfil their specific responsibilities, duties and due diligence requirements under the NSW Work, Health & Safety legislation. Staff are also required to adhere to Council's relevant safe work instructions, policies and procedures.
- Equal Employment Opportunity (EEO) - All Council staff are required to adhere to Council's EEO policies and procedures.
- Delegations - All Council staff are required to comply with the financial and operational delegations issued to them as per Council's delegations register.

- Other duties within the employee's skill, competence and training level, as required to meet business needs.

## Selection Criteria





1. Relevant tertiary qualifications.
2. Experience in service delivery to the older aged demographic.
3. Experience in delivering outreach and inclusion programs.
4. Experience in recruiting and coordinating volunteers.
5. Demonstrated ability to work collaboratively to problem solve, undertake service level analysis, and develop consistent service standards.
6. Demonstrated high level written and oral communication skills and engage with diverse audiences.
7. Demonstrated high level technological abilities and skills to deliver tech help and digital inclusion programs for seniors.
8. Demonstrated ability to work independently and achieve agreed outcomes on time and within budget.
9. Demonstrated ability to develop and maintain constructive relationships and partnerships to achieve organisational outcomes.
10. Demonstrated ability to meet the focus capability requirements of this position as defined in the position capabilities.
11. Current Class C Drivers Licence

## Position Capabilities

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: "how we do things around here". It builds on organisational values and creates a common sense of purpose.

More detailed descriptors of capabilities are available at: <http://capability.lgnsw.org.au/?staff-member>

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position.

Local Government Capability Framework		
Capability Group	Capability Name	Level
 <b>Personal attributes</b>	<b>Manage Self</b>	<b>Adept</b>
	Display Resilience and Adaptability	Intermediate
	<b>Act with Integrity</b>	<b>Intermediate</b>
	Demonstrate Accountability	Intermediate
 <b>Relationships</b>	Communicate and Engage	Intermediate
	<b>Community and Customer Focus</b>	<b>Adept</b>
	<b>Work Collaboratively</b>	<b>Adept</b>
	Influence and Negotiate	Intermediate
 <b>Results</b>	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	<b>Create and Innovate</b>	<b>Adept</b>
	Deliver Results	Intermediate
 <b>Resources</b>	Finance	Intermediate
	Assets and Tools	Foundational
	<b>Technology and Information</b>	<b>Adept</b>
	Procurement and Contracts	Intermediate

## ACKNOWLEDGEMENT

This position description is a broad description of the accountabilities, duties and required capabilities relating to this position. The role and position are dynamic and may evolve and change over time in line with changing strategic and operational requirements. Continuing development, change and improvement of processes, practices, knowledge, skills and behaviours is expected at MidCoast Council.

I have signed below in acknowledgement of reading, understanding and accepting the contents of this document. I accept that, with consultation, my duties may be modified by MidCoast Council from time to time as necessary.

Employee Name:

Employee's Signature:

Date:

## HR USE ONLY

Is a Working with Children Check required for this position?

Yes ☒ No ☐

Is a criminal record check required for this position?

Yes ☐ No ☐