Melton City Council

Literacy and Learning Facilitator (Youth and Education)

Position Description

PD: 00348

A vibrant, safe and liveable
City accessible to all

CITY OF MELTON

1. Position details

Position Title	Literacy and Learning Librarian (Youth and Education)
Directorate	Community Services
Service Unit/ Department	Libraries and Arts
Position Classification	Band 5
Enterprise Agreement	Melton City Council Enterprise Agreement No 9 2019 or any successor enterprise agreement.

2. Organisational relationships

Reports to	Team Leader Literacy and Learning Programs
Supervises	Volunteers, library staff when rostered Program facilitators/ contractors Work Experience/ Industry Placement Students
Internal liaisons	•Young Communities unit staff •Libraries and Arts staff and Council staff
External liaisons	• General Public, Library Users, Community Groups • Secondary Schools & Tertiary education providers • Library network special interest groups • Young People and their families • Community Services providers

3. Our Organisation

1. **Council Values**
   Our Values; Vibrant Melton or **M**otivate, **E**mpower, **L**ead, **T**rust **O**pen and **N**urture represent how we behave and operate in all our interactions with community and each other. At Melton City Council our diversity is our strength. We foster an inclusive workplace where everyone, regardless of who they are or what they do for our organisation, is equally involved and supported in all areas of Council.

2. **Occupational Health and Safety**
   Each employee has the right to a safe working environment and should advise their Manager/ Supervisor of any risk or condition which could result in accident or injury. Each employee is responsible for their own health and safety; to adhere to Melton City Council procedures, participate in appropriate safety education and evaluation activities.

3. **Melton City Council Policies and Procedures**
   Our policies and procedures are set out in various documents located throughout the organisation and electronically on the intranet. It is the responsibility of each employee to familiarise themselves with these policies, procedures, including our Employee Code of Conduct.

4. **General Information**

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

5. Child Safe Environment
Melton City Council is committed to ensuring a Child Safe environment.

4. Position objectives

- Develop, deliver, and evaluate an innovative range of engagement programs, creative activities, and initiatives to support positive youth interaction in Council's Library and Learning Hubs.

- Develop and build strategic partnerships with education institutions in the municipality that develop awareness of library services and create opportunities for improved learning outcomes.

5. Key responsibility areas

- Provide leadership to staff in the delivery of high-quality customer service across the library service to ensure customers have a positive experience characterised by active engagement
- Participate in rostered library customer service shifts at library facilities or outreach points and proactively engage with customers to maximise their use of resources, equipment, technology, and online platforms.
- Develop, plan, deliver and evaluate partnerships with education institutions, particularly secondary schools, to ensure regular visitation by schools to library facilities and outreach visits by library staff to engage with school students.
- Liaise with secondary and tertiary education providers to deliver a consistent approach to student and industry work experience across the library service, including the development of student placement programs.
- Utilise community development principles and an inclusive intercultural approach to develop program plans and proposals that align with established library priorities, and regularly facilitate and deliver literacy and learning programs for young people aged 12-25 years.
- Contribute and work effectively within a team environment, including actively contributing to team planning, development activities and issue/task-oriented working groups.
- Provide input into the development and maintenance of library collections through specialist knowledge of education and community needs in relation to area of responsibility.
- Provide information, resources, and where appropriate referral, to young people to enable them to make informed decisions and make full use of resources and services available within the community.

6. Accountability and extent of authority

- Under the guidance of the Team Leader Literacy, Learning and Partnerships, plan implement and evaluate the delivery of youth engagement programs across the library service.
- Supervision of staff, resolving customer service issues, and smooth operation the library facility when rostered as the customer service shift supervisor.
- Develop and enhance partnerships with youth service providers, secondary schools, tertiary education providers, and community organisations in relation to area of responsibility.

- Develop program plans and proposals for area of responsibility that align with established library priorities, community development and cultural development principles.
- Ensure the timely development of a calendar of youth engagement programs, events and initiatives within budget.
- Undertake routine library tasks, resolve customer service issues, and ensure the smooth operation of library facilities as required.

7. Judgement and decision making

- Think creatively to develop innovative approaches, methods and processes utilising relevant knowledge and experience.
- Make decisions and proactively respond to young people to resolve problem behaviour and refer them to community support services as appropriate.
- Ensure consistency in youth engagement programs across the library service by consulting with library staff involved in delivering programs and library team leaders.
- Make decisions about youth engagement programs in response to community needs and in line with Council policies and objectives.
- Identify and resolve problems using standard procedures and guidelines and provide recommendations within scope of expertise, though guidance and advice is usually available in time to make a decision.
- Provide input into policies, plans and procedures for the library service relevant to area of responsibility.
- Make recommendations for changes, new initiatives or improvements to existing programs, services and engagement opportunities.

8. Specialist skills and knowledge

- Understand the policies and procedures of the library service.
- Demonstrated knowledge and skills in the use of Microsoft Office applications, Library Management Systems, online library resources, eBooks, library apps, databases, and equipment such as computers, laptops, tablets and mobile devices.
- Sound knowledge of and demonstrated ability to develop and enhance partnerships.
- Demonstrated understanding of community development principles and the ability to develop lesson plans and facilitate learning programs.
- Demonstrated experience and expertise in youth engagement, programming, and events, preferably within a local government setting.
- Understand the structure and requirements of education institutions and secondary schools, including broad knowledge of curriculum requirements and young adult literature.
- Analyse trends, data and reports on industry best practice to improve library service delivery within areas of responsibility.
- Develop and monitor partnership agreements and Memoranda of Understanding.
- Broad knowledge of reading interests, especially of young people, and the library resources available to them.

9. Management skills

- Effectively lead staff involved in program delivery for area of responsibility and when rostered as shift supervisor.

- Manage and plan own time, establish priorities, set and achieve short- and long-term goals for self in accordance with team and organisational objectives.
- Demonstrated supervisory skills and ability to prioritise workflows and resolve customer issues in a busy customer service environment.
- Ensure OH&S and other legislative requirements are met in relation to the work for all areas within the responsibility of the position.

10. Interpersonal skills

- Demonstrated customer service skills with the ability to confidently and actively engage with customers to discuss and resolve issues and problem behaviour.
- Sound communication skills with the ability to develop rapport and work effectively with a broad range of stakeholders from diverse backgrounds, including staff, general public, youth services service providers, schools, community organisations, industry networks, and Council.
- Excellent written and verbal skills with the ability to produce online content, lesson plans and procedures for area of responsibility, and represent Council at appropriate industry special interest groups.
- Work in a team environment and gain cooperation from staff, members of the public and community groups.
- Well-developed facilitation skills with the ability to deliver learning programs, activities, and events.
- Effectively communicate and work constructively with educators and young people.

11. Qualifications and experience

- A tertiary qualification in either professional membership (librarian) of the Australian Library and Information Association or in Youth work, Education or Community Development together with relevant experience in public libraries.
- Experience working in an education or learning environment.
- Experience in program development and delivery for young people.
- Certificate in Training and Assessment would be an advantage.
- Current valid Victorian driver's licence.
- Current valid Working with Children's check.

12. Key Selection Criteria

1. A tertiary qualification in either professional membership (librarian) of the Australian Library and Information Association or in Youth work, Education or Community Development together with relevant experience in public libraries.
2. Demonstrated understanding of community development principles, together with strong knowledge and awareness of the local demographic and issues faced by the community.
3. Demonstrated experience and expertise in youth engagement, partnership development, and creative programming and evaluation, preferably within a local government setting.
4. Well-developed organisation and time management skills to prioritise workflows and plan and deliver programs within budget and timeframes

5. Excellent verbal and written communication skills together with the ability to develop rapport and engage with a broad range of stakeholders from diverse backgrounds, including organisations and the community with a particular focus on young people.
6. Demonstrated knowledge and ability to use library online resources, computer equipment, mobile devices, and emerging technologies, with the ability to problem solve information technology issues

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Manager Library and Arts	July 2022	
Approved by Position Title	Date Approved	
Incumbent's name	Signature	Date