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## Position Description

Role:	Outreach Services Officer
Department/Section:	Community Development/Library Services
Reports to:	Team Leader Library Experience
Responsible for:	Nil

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### WORKING AT MOSMAN COUNCIL

Members of the Mosman Council staff team are expected to be:

- Ethical
- Excellent communicators
- Committed to customer service
- Technically and professionally competent, with a pride in keeping their knowledge current
- Focussed on solutions
- Team players

### MAIN PURPOSE

The position is responsible for the provision of services and programs for the older members of the community including the Home Library Service.

## **KEY RESPONSIBILITIES**

- Co-ordinate the Home Library Service including liaison with Home Library Service clients and volunteers, the selection of books and other materials for loan to the Home Library Service clients and delivery to the HLS clients
- Co-ordinate and recruit the Home Library Service Volunteers
- Develop programs and activities for seniors including Technology Tuesdays sessions and develop the Library's online presence for seniors
- Assist with programs and training in The Creation Space
- Promotion and marketing of the Home Library Service and other services and programs for seniors
- Liaise with Council's Community Services staff, Council's Volunteer Co-ordinator, relevant service providers and agencies in the local area and network with other Council staff in developing services and programs for seniors
- Provision of customer service to the Library's clients when rostered to Customer Service Shifts
- Process returned Library items as rostered
- Promptly and accurately register incoming correspondence and information that requires an action or represents official business into Council's electronic Corporate Information Management System (ECM) in accordance with approved protocols and standards
- Ensure all work is carried out in accordance with legislative, industrial and Council policy requirements and standards in the area of Equal Employment Opportunity
- Act lawfully, honestly and exercise a reasonable degree of care and diligence in carrying out your functions and comply with our Code of Conduct and Prevention of Fraud and Corrupt Conduct Policy
- Other duties may be allocated by the Supervisor or Manager as required

## **WORK HEALTH AND SAFETY RESPONSIBILITIES**

As an employee of Mosman Council you must:

- Take reasonable care for your own health and safety
- Take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons
- Comply, so far as you are reasonably able, with any reasonable instruction that is given by Mosman Council (to comply with its responsibilities under the WHS Act)
- Co-operate with any reasonable policy or procedure relating to health or safety at the workplace that has been notified to workers
- Participate in training, emergency response rehearsals and reviews
- Keep the workplace safe, clean and tidy
- Cooperate with safe work method statements, standard operating procedures and controls
- Report all incidents, near misses and injuries
- Report hazards
- Undertake rehabilitation and return to work program requirements, where required
- Wear and maintain provided Personal Protective Equipment (PPE)
- Cooperate with Site Safety Rules
- Actively participate in any other safety activities

## **SKILLS AND COMPETENCIES - Selection Criteria**

### **Essential:**

- Tertiary qualifications in Library and Information Science or related area
- Demonstrated relevant experience in the library and information sector including well developed reference and readers' advisory skills
- Demonstrated experience in developing programs, delivering presentations and managing events
- Demonstrated knowledge and experience in the use of social media tools including Twitter Facebook, Instagram and Pinterest to promote library services and collections
- Technically and professionally competent, with a pride in keeping knowledge current
- A strong team orientation and interpersonal skills including conflict resolution
- Demonstrated commitment to quality customer service and continuous improvement strategies
- Excellent organisation and time management skills and the ability to meet deadlines and work under pressure
- Excellent written and oral communication skills, including the ability to liaise and develop networks
- Computer proficiency with Windows applications together with keyboard and word processing skills with high levels of accuracy
- Class C Drivers Licence
- Working with Children Check Clearance
- A valid Covid-19 vaccination certificate

### **Desirable:**

- Experience in a public library
- Experience in program delivery in library makerspaces
- Experience working with seniors
- First Aid Qualification

## Conditions of Employment

Mosman Council operates under the *Local Government (State) Award 2020*.

Hours:	140 hours over 4 weeks period across a 7 day spread of hours
Status:	Full time
Qualifications:	Tertiary qualifications in Library and Information Science or related area
Experience:	Demonstrated relevant experience in the library and information sector
Commencing Salary / Range:	Group D Council Salary System plus Superannuation Band 1, Level 4 to Band 2, Level 1
Position Approved By:	Director Community Development
Approved Date:	October 2022

### ***Employee only:***

I have read and understand the contents of this position description and undertake to meet the responsibilities in an appropriate manner.

Employee's name (printed) .....

Employee's signature ..... Date .....