

## POSITION DESCRIPTION

<b>Position Title:</b>	Library Outreach Officer
<b>Position Number:</b>	1011
<b>Group:</b>	Organisation and Community Capacity
<b>Business Unit:</b>	Community Services
<b>Service Unit:</b>	Library Services
<b>Reports To:</b>	Team Leader Library Programs
<b>Grade:</b>	6
<b>Hours Of Work:</b>	35
<b>Last Date Of Review:</b>	30 June 2021
<b>Last Date Of Evaluation:</b>	30 June 2021

### Role Function Summary

The Library Outreach Officer is primarily responsible for delivering high quality home library and outreach programs for diverse audiences. The role assists in the delivery of lifelong learning, literacy, cultural and recreation programs, and services with an innovative approach.

The library operates in a team environment working together to achieve the objectives and initiatives outlined in Council's Management plan. There are circulation and information service duties common to all library staff.

### Key Responsibilities (Major and Essential Job Functions)

- Circulation duties including front desk customer service, promoting a customer-centred focus, community orientated and team approach to the delivery of library services.
- Develop and implement customer profiles for home library customers, coordinating the schedule for deliveries, organising volunteers, and ensuring they adhere to relevant processes.
- Processing the loan and return of home library materials, including digital resources and bulk loans.
- Ensure effective communication with home library patrons.
- Participate in community engagement activities to meet organisation objectives.
- Support effective change management initiatives, exhibiting flexibility and adaptability and supporting the development of the library service to reflect changing community requirements.
- Assist with the development of outreach activities to promote library programming, resources, and services.
- Liaise with volunteers and relevant partners to contribute to value added programs and community initiatives.
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- Support the implementation of organisational objectives in accordance with approved plans, policies, procedures, and guidelines

This position description does not form an exhaustive list of your duties. You may be required to undertake other projects, tasks and activities as required from the business from time to time which are within the skills, competence, and training of the incumbent. Singleton Council reserves the right to amend or update this position

description in accordance with operational needs.

### Organisational Responsibilities:

Council's decisions, actions and behaviours are governed by its vision, mission, and values. All employees of Council have an accountability to ensure their work and behaviour is aligned to these.

<b>Community Vision</b>	Singleton. Vibrant, progressive, connected, sustainable & resilient.
<b>Organisation Vision</b>	ESP - Engaged people; Safe and Sustainable workplace; and a Performance based culture.
<b>Our Purpose</b>	To "create community".
<b>Values and Behaviours</b>	<p>Council has five values which guide behaviours and decision making. It is through these values high quality services are delivered to employees and the community. Employees play an important role in leading the way and upholding Council's values, including the Code of Conduct. Council's values are:</p> <ul style="list-style-type: none"><li>• <b>Integrity:</b> We act with commitment, trust, and accountability.</li><li>• <b>Respect:</b> We are open, honest, inclusive, and supportive.</li><li>• <b>Excellence:</b> We strive to achieve the highest standards.</li><li>• <b>Innovation:</b> We are creative, progressive, and strategic.</li><li>• <b>Enjoyment:</b> We promote a harmonious, productive, and positive workplace.</li></ul>
<b>Safe Workplace</b>	It is a requirement of employment with Singleton Council that all staff undertake their work in accordance with WHS policies and procedures. Employees will always display and promote safety in the workplace.
<b>Policies and Procedures</b>	<p>The responsibilities of this position are completed in line with all Council policies and procedures related to this position.</p> <p>Awareness of the principles of equity and diversity, work health and safety, environment, risk management, records management, and quality assurance as they relate to this position.</p>

### Organisational Relationships

<b>Internal Relationships:</b>	Manager, Coordinator, Team Leader, Library Team, Volunteers, Work Experience, Community Services Team, Council Staff
<b>External Relationships:</b>	Customers, State Library of NSW, Community Organisations and Groups
<b>Direct Reports:</b>	Nil
<b>Indirect Reports:</b>	Nil

### Specifications and Technical Skills:

#### Essential Criteria:

- Demonstrated ability to work with housebound clients, and knowledge of resources suitable to their needs.
- Working knowledge of new technologies, current trends and industry best practice and developments.
- Demonstrated excellent time management and problem-solving skills.
- Ability to work independently and as part of a team.
- A commitment to providing excellent customer service to both internal and external customers of Council.
- Demonstrated effective written and verbal communication skills.

#### Desirable Criteria:

- Certificate III in Library and Information Services.
- Demonstrated experience in devising and implementing programs for diverse audiences.

#### Licences and Tickets:

- Working with Children's Check (WWCC)

- Current Class C NSW Drivers Licence

### Physical Requirements / Work Environment:

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the inherent requirements of the job. This position will involve work in the office environment as well as being able to navigate construction and work sites.

### Physical Requirements and Work Environment

ACTIVITY	FREQUENCY				# OF HOURS A DAY							
	Repetitive	Frequent	Occasional	Infrequent	1	2	3	4	5	6	7	8
Sitting		✓					✓					
Walking			✓		✓							
Standing		✓					✓					
Bending				✓	✓							
Squatting				✓	✓							
Climbing				✓	✓							
Kneeling				✓	✓							
Twisting				✓	✓							
Lifting				✓	✓							
Driving				✓	✓							

If manual lifting is required ensure a risk assessment is completed each time lifting is required.

Hand Manipulation Required	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	Repetitive Hand Movements	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
	<b>Right Hand</b>					<b>Left Hand</b>			
Simple Grasping (hold bottle)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	Simple Grasping (hold bottle)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Power Grasping (tight grip)	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>	Power Grasping (tight grip)	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
Pushing Pulling (to from body)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	Pushing Pulling (to from body)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Fine Manipulation (fine finger)	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>	Fine Manipulation (fine finger)	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>

Tick below if these are requirements of the position:

	Operating mobile plant		Working with paints, solvents, oil, grease
✓	Light repetitive handling		Cold environment
	Dog/cat control		Climbing, working at heights
	Cattle, sheep handling		Confined spaces work
	Native Animal, reptile handling	✓	Customer contact
	Garbage collection		Screen based work (intermittent)
	Office, toilet cleaning	✓	Screen based work (constant)
	UV exposed	✓	Clerical deadlines
	Herbicide/Pesticide use		Supervisory – clerical, planning, deadlines
	Cooking		Building trades work
	Walking on Slopes / Hills / Gradients		Motor trades work
	Walking on uneven surfaces		Child care
	Working with bitumen		Hospitality
	Working with concrete	✓	Exposure to dust or fumes

## Skills Progression and Assessment Record:

Position Title: **Library Programs Officer**

Employee:

<b>Skill Progression Requirements</b> <input checked="" type="checkbox"/> Step Achieved	<b>Salary Step</b>	<b>N/A</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
Demonstrated knowledge of library resources and research skills	1					
Effective service provision to internal/external customers, planning and delivering effective programs and services	1					
Effective operation of software and hardware relevant to position	1					
Sound oral and written communication skills	1					
Demonstrated understanding of Council & Library policies, protocols, and procedures	1					
Demonstrated application of literary and cultural knowledge, local demographics to home library service	2					
Demonstrated self-motivation, initiative, and creative problem-solving and advanced reader advisory/reference skills	2					
Demonstrated forward planning & continuous improvement of programs and services	2					
Demonstrated contribution to marketing library services and programs	2					
Effectively coordinate volunteers working in home library services, including their recruitment	2					
Demonstrated continuous improvement of home library and outreach services	3					
Provide sound instruction to the public and train staff in areas of responsibility, including circulation	3					
Effectively build partnerships and liaise with community groups to develop new initiatives	3					
Demonstrated ability to plan, implement and review home library and outreach service procedures and processes	3					
Effective application of professional standards and guidelines relevant to library service provision	3					
Demonstrated broad up-to-date knowledge of pertinent fields applicable in the library field	4					
Demonstrated ability to develop, manage and review processes in area of responsibility autonomously	4					
Demonstrated ability to upskill with Early Literacy Programs Officer	4					
Demonstrated ability to upskill with Library Programs Officer	4					
Completion of further studies in library related discipline	4					

Skills Review Year (eg 2018):

Position:

**Annual Skills Assessment:**

The following is to be completed at the time of the annual skills assessment.

**Comments on Employee's attitude and application to work:**

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**Employee's Comments:**

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Name

Signature

Date

**Manager / Supervisor's Comments:**

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Name

Signature

Date

**Director's Comments:**

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Name

Signature

Date

Summary of Skills Assessment	1	2	3	4
Total number of skills at each salary step =				
Number of skills not applicable at each salary step =				
Number of skills achieved at each salary step =				
Number of skills not achieved at each salary step =				
<input checked="" type="checkbox"/> Proposed Salary Step Placement				