

<b>POSITION:</b>	<b>Outreach Officer</b>
<b>CLASSIFICATION:</b>	<b>Band 4</b>
<b>REVIEW DATE:</b>	<b>May 2023</b>

## Casey Cardinia Libraries

Casey Cardinia Libraries (CCL) is one of Victoria's largest public library services. We are funded principally by City of Casey and the State Government. We support a rapidly growing and diverse community of more than 392,000 people.

Our libraries are located at Cranbourne, Doveton, Endeavour Hills, Hampton Park, and Narre Warren.

## Our Vision

Inspiring spaces where everyone is free to discover possibilities.

## Our Values and Guiding Behaviours

### Creativity

- Thinking of new ways to do things is crucial to our success
- We challenge the status quo, if we believe a better way is possible
- We cultivate creativity in others

### Teamwork

- When we all contribute, we excel
- We look out for each other
- We play to each other's strengths
- We work with our community

### Social Intelligence

- We are mindful of people's feelings
- We know what to do to put others at ease
- We are kind, compassionate and look for the best in each other

## Our Approach

- We put people first
- Pay it forward
- Follow up and reciprocate good deeds
- Help each other grow
- Share our stories and learn from each other
- Share ideas freely
- Quick little steps
- Give new things a go
- Momentum not perfection

### Fairness

- We treat people fairly and recognise them as individuals
- We do not let our personal feelings bias our decisions about others
- We actively support social inclusion and connection
- We are accountable for our behaviour

### Love of Learning

- We love learning about new things.
- We believe there is always an opportunity to learn
- We learn from each other

### Humour

- Our humour enables us to express how we feel.
- We like to laugh, bringing smiles to other people
- We use humour to build connections and create a positive experience for everyone

- Encourage each other to take calculated risks
- Build confidence and resilience by working to our strengths
- Encourage authentic and courageous conversations
- Embrace the opportunity to learn when, things don't go as planned
- Acknowledge our partners
- Celebrate success

## Position Objectives

### Operational

- Deliver innovative and customer focused service consistent with CCL vision, values and objectives (CCL Strategic Plan)
- Actively engage and interact with the community in the library, online and outside the four walls
- Supervise, co-ordinate and develop the provision of services to the aged, housebound and the disabled.
- Assist in provision of an effective and efficient Home Library Service program
- Recruit, train and coordinate suitable volunteers to deliver Outreach
- Train staff to contribute to the achievement of organisational and strategic directions

### Strategic

- Contribute to the innovative and customer focused library service, building capacity in our communities
- Contribute to development and achievement of CCL strategic goals and plan
- Contribute to the continuous improvement and development of CCL by participating in activities and service development such as: library and learning staff forums, training programs, team meetings as required and meetings with your specific Team Leader
- Nurture partnerships with other organisations including schools, community organisations and other local government services
- Advise on policies and strategies to develop services to the aged and socially isolated in the local community.

## Key Responsibilities and Duties

### 1. Home Library Service

Assist the Outreach Officer (Home Library Services) in the delivery of HLS when required, by:

- Selecting library material for outreach clients
- Delivering library material, or co-ordinating delivery as necessary
- Maintaining accurate records of deliveries, holds and volunteers
- Supporting volunteers with selection, reservation and record-keeping
- Collecting and collating relevant statistics
- Contributing to the further development and review of Home Library Service procedures

### 2. Outreach Programs

- Investigate options for extending outreach to the community
- Delivery of quality, community focussed outreach programs, for all ages
- Establish contacts and develop relationships and scheduled visits with key services/organisations including those provided by City of Casey
- Provide written reports and discussions papers to the Children, Youth and Outreach Manager, and the Outreach Team Leader
- Coordinate and deliver relevant library promotional activities
- Actively promote information literacy and library services

### 3. Information Service

- Advise and assist outreach members and train volunteers to find materials and/or information within CCL, Libraries Victoria (LibsVic) and via ILL
- Have a good knowledge of collection, reference tools and resources at all branch libraries and the ability to conduct lifelong learning sessions targeted at the aging community, e.g. Digital literacy
- Enter and follow up holds and subject requests

- Assist outreach patrons and volunteers as required to use specialist equipment and electronic information resources

#### 4. Library Materials

- Ability to select stock suitable for outreach members and selected organisations (bulk loans)
- Maintain awareness of reading trends and interests to advise Collection Development Team of collection needs for specific outreach programs
- Display and promote stock at community centres, external events, and other related organisations

#### 5. Customer Experience

- Provide excellent friendly, approachable and efficient customer focused circulation service Provide leadership and oversee effective operations as required, operating within established policies and procedures
- Ability to join members and explain membership policies and procedures
- Branch work may be required on occasion for an agreed limited time during peak periods where there are high staff absences

#### 6. Digital Literacy

- Competency in the use of a range of information technology and software tools in the provision of library services
- Information technology troubleshooting skills
- Willingness to embrace emerging technologies
- Assist library users to become self-sufficient in the use of catalogues, electronic services, and other information resources
- Knowledge of current and popular social media and online publishing platforms

### Selection Criteria

- Post-trade or other post-secondary qualification is required
- Passion to deliver quality and cost-effective Outreach programs.
- Proven investigative and planning skills to assist with the development of new community outreach programs
- Ideally proven supervisory skills to undertake supervisory responsibilities as required
- High level of quality, organisational and time management skills
- Able to work independently and contribute as part of a team to meet organisational strategic outcomes and provide quality service delivery with strong customer service focus
- Well-developed interpersonal and communication skills with the ability to communicate with all ages across all areas of our community
- Hands on information technology and problem-solving skills for a range of information technology and software tools
- Proven ability to effectively and efficiently provide quality customer service
- Sound computer skills, including Office software and Access database
- Relevant Public Library experience is highly desirable, ideally including the delivery of programs
- This position is subject to satisfactory Police Check prior to commencement and at regular intervals thereafter
- Driver's licence is essential
- Working with Children Check

### Organisational Relationships

Reports to: Outreach Team Leader

Internal liaisons: Children, Youth and Outreach Manager, Leadership Team, Regional Support staff and branch staff

External liaisons: Library members, members of the community; aged and residential care facilities, community groups and training providers

### **Accountability and Extent of Authority**

- Authority to operate within established policies and procedures
- To ensure patrons observe the conditions of use of the library
- To explain circulation policies and procedures to patrons
- Responsible for the quality and timely provision of customer service
- Scope to exercise discretion in application of policies and procedures

### **Judgment and Decision Making**

- Appropriate provision of circulation service
- Decide on appropriate response to difficult library users and emergency situations and report to Outreach Team Leader
- Act in accordance with established policies and procedures
- Appropriate provision of information service based on resources

### **Specialist Skills and Knowledge**

- Knowledge of library computer system with an emphasis on circulation and catalogue functions
- Ability to effectively coordinate the delivery of the Home Library Service program
- Understanding of privacy and confidentiality requirements in relation to volunteer and library user records
- Ability to write concise reports and collate statistical and other relevant information
- Developed customer service skills
- Familiarity/awareness of the resources available in CCL collections
- Knowledge and ability to apply CCL policies and procedures
- Understanding of the function of the Library Officer position within its organisational context and goals of Casey Cardinia Libraries
- Knowledge of safe work practices for circulation work and branch operations

### **Managerial Skills**

- Ability to set priorities, plan and organise work
- Ability to efficiently achieve set objectives
- Ability to apply procedures correctly and undertake administrative tasks.
- Ability to train and supervise other staff in the execution of established procedures
- Assist other employees and volunteers by providing guidance, advice and training on routine procedural or administrative matters.
- Ability to implement personnel practices including those related to equal opportunity, occupational health and safety and training and development

### **Interpersonal Skills**

- Strong communication skills with all patrons and staff, particularly those with special needs
- Good written communication skills
- Ability to communicate clearly on the telephone with patrons and staff.
- Ability to handle dissatisfied patrons in a friendly manner
- Approachability and awareness of patrons' needs
- Ability to have a flexible approach to work and changing priorities

### **Qualifications and Experience**

- Post-trade or other post-secondary qualification required.
- Relevant qualifications and experience
- Library or Volunteer management qualification an advantage

- Knowledge and skills gained through on-the-job training commensurate with the requirements of the work as listed
- Current Victorian Driver's license

## Conditions of Employment

Conditions of employment are as per the Casey Cardinia Library Enterprise Agreement, Corporation policies and procedures and the letter of offer.

- **Employment Status** – Prior to commencement of duties the successful applicant must provide proof of permission to work in Australia
- **Health Declaration** – the preferred applicant will be required to complete a Health Declaration form as part of the conditions of employment
- **Hours** – include rostered day, evenings and weekend shifts and are based on the 35 hour a week employment model
- **Multiskilling** – The employee may be directed to carry out any duties within the limit of his/her skills, competence and training, provided that such duties do not promote a narrowing of their skill base
- **Qualifying Period** – As per the Fair Work Act 2009 and Regulations – 6 months
- **Recreation Leave** – Annual leave must be taken at times that are mutually agreeable to both employee and employer, within twelve months of it falling due
- **Risk Management** – Employees are responsible for taking all reasonable steps to ensure they are aware of the inherent risks associated with their work and for taking appropriate action to minimise or eliminate such risks
- **Sick Leave** – A medical certificate may be required for any absence and must be provided for sick leave exceeding three working days or absence on the working day before or after a rostered day off (if applicable), annual leave, LSL or public holiday
- **Smoking** – Smoking is prohibited within all Library buildings and vehicles
- **Working with Children Check** – mandatory (Child Safe Standards 2017)
- **Police Check** – mandatory
- **COVID Vaccination** – essential

## Inherent Physical Requirements

It is important that an employee understands the physical requirements involved in carrying out the duties of the positions.

Requirements	Frequency		
	Possible	Occasionally	Regularly
<b>Passive</b>			
Ability to stand for extended periods for the purpose of using a computer			✓
Ability to sit for extended periods for the purpose of using a computer, travelling to various locations and attending a range of meetings		✓	
Ability to read computer screens and fine print on documents for the purposes of researching various policy options			✓
Ability to communicate clearly both verbally and written			✓
<b>Manual Handling</b>			
Repetitive arm movements and manual dexterity for undertaking computer work			✓

and handling documents and files			
Issue and return of library materials using scanners and docket printers			✓
Lifting of stock and library materials onto and off shelving			✓
Pushing book trolleys			✓
Lifting and moving of boxes and files on a regular basis			✓
<b>Agility</b>			
Bending and stretching, including knee bending			✓

*Note: This template does not represent an exhaustive account of all job factors however it forms a basis to guide staff and medical professionals as to the activities for which a personal capability must be sustained.*

All staff is reminded that they should follow Health and Safety regulations and the Corporation's Health and Safety Manual Handling Policy when performing their duties.

**Staff Member:**

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**Signature:**

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**Date:**

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**Authorised:** Janine Galvin - General Manager, Organisational Development

**Date:** May 2023