

<b>POSITION:</b>	<b>Outreach Team Leader</b>
<b>CLASSIFICATION:</b>	<b>Band 5</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
- Provision of support and assistance to all library users
- Assist in provision of an effective and efficient Outreach service and programs

### Strategic

- Contribute to the development of 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
- Nurture and develop partnerships with other organisations including schools, community organisations and other local government services
- Advise on policies and strategies to develop regional Outreach services

## Key Responsibilities and Duties

### 1. Leadership

- Consistently uphold CCL values and guiding behaviours
- Provide effective lines of communication with staff
- Provide positive leadership to build a cohesive and customer focused team
- Proactively promote the library and provide guidance to team members in this area
- Provide staff training as required for Outreach services and programs
- Together with the Children, Youth and Outreach Manager develop and deliver on agreed Outreach Services Strategy and Action Plan.
- Coordinate Outreach services and programs across the region

### 2. Risk Management

- Adhere to OHS Policy procedures and legislative requirements
- Ensure that all OHS incidents are reported, documented and followed through
- Induct all team members on OHS matters and regular reports at branch meetings
- Implement a culture of child safety throughout the library and beyond library branches so that child safety is part of everyone's everyday thinking and practice
- Contribute to the safe working environment in accordance with the OHS Act 2004, regulations and CCL policies
- Ensure CCL human resource policies and standards are upheld by all staff

### 3. Customer Experience

- Develop and maintain a culture of outstanding customer experience
- Ensure library is an inspiring space for the community with a high presentation standard, accessible collections, welcoming comfortable facilities and promotional material
- Explain policies and procedures to community members as required
- Deal with complaints and incidents in accordance with CCL policies and procedures

### 4. Community Engagement

- Develop, deliver and evaluate community programs that support CCL strategic goals
- Actively seek, develop and maintain partnerships with internal and external organisations
- Promote information literacy and library services

## 5. Information Services

- Advise and assist outreach library users to find materials and/or information
- Have a good knowledge of CCL's collection and online resources and an awareness of Libraries Victoria resources
- Assist library users to become self-sufficient in the use of catalogues, electronic services, and other information resources
- Contribute to CCL's online presences – photos, stories, suggestions and more

## 6. 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 services and programs
- Display and promote stock and library promotional material at key community locations in the City of Casey

## 7. Digital Literacy

- Competency in the use of a range of information technology and software tools in the provision of library services
- Willingness to embrace emerging technologies
- Maintain personal competency levels via regular use, training and coaching of staff
- Active training and support to other staff
- Knowledge of current and popular social media and online publishing platforms

## 8. Outreach Services

- Assist the Children, Youth and Outreach Manager in the coordination, and support the delivery of Outreach services
- Assist and provide formal input into the development and implementation of the Outreach Services Strategy and Action Plan
- Establish contacts, develop relationships and scheduled visits with key organisations and explore any services that could be provided in partnership with City of Casey.
- Assist in identifying policies for Outreach Services including collections, programs, spaces, and services
- Manage Outreach team in developing programs and services with a focus on literacy, lifelong learning, and creativity
- Assist the Children, Youth and Outreach Manager to promote Outreach services to the community through appropriate activities and promotion of relevant webpage content, and content for relevant newsletters
- Provide assistance and training to support Outreach team members
- Promote the library service to relevant outside agencies
- Provide and deliver Regional program development and service delivery for Outreach
- Oversee the maintenance and regular cleaning of CCL's Outreach vehicle

## Selection Criteria

- Library qualifications conferring eligibility for professional membership of the Australian Library & Information Association  
OR
- Lesser formal qualifications with relevant work skills and experience commensurate with the requirements of the work required
- Well-developed interpersonal and communication skills with the ability to communicate with all ages, across all levels of our community

- Passion to deliver quality and cost-effective Outreach programs.
- Proven investigative and planning skills to coordinate the development of new community outreach programs
- Proven leadership experience
- 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
- Proven ability to effectively and efficiently provide quality customer service
- Ability to support the development and delivery of quality and cost-effective Outreach services.
- Excellent information technology and problem-solving skills with a range of information technology and software tools
- Demonstrated ability to lead and motivate staff within a team environment
- High level of quality, organisational and time management skills
- This position is subject to satisfactory Police Check prior to commencement and at regular intervals thereafter
- Driver's licence essential
- Working with Children Check

## Organisational Relationships

Reports to:	Children, Youth and Outreach Manager
Supervisors:	Outreach team
Internal liaisons:	Leadership Team, Children and Youth team Leaders, Digital Literacy Team Leader, Regional Support, and all staff
External liaisons:	Library members, members of the community, schools, community groups and training providers

## Accountability and Extent of Authority

- Authority to operate within established policies and procedures
- To ensure the community observe the conditions of use of the library
- Responsible for the quality and timely provision of customer service
- The development and delivery of relevant outreach activities for CCL
- Performance focused on increasing membership and building on program deliverables and participation

## Judgment and Decision Making

- Decide on appropriate response to difficult library users and emergency situations
- Decide on priorities for outreach tasks
- Act in accordance with established policies and procedures

## Specialist Skills and Knowledge

- Familiarity of the resources available in CCL collections
- Experience with Library Management Systems
- Ability to effectively coordinate the delivery of Outreach services
- Knowledge and ability to apply CCL policies and procedures
- Understanding of the goals of the Casey Cardinia Libraries
- Knowledge of safe work practices for circulation work, branch operations and Child Safety
- 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
- Experience working with computers, photocopiers, information technology and social media
- Ability to run programs for all ages

- Ability to source information across varied platforms
- Knowledge of Child Safety standards

### Managerial Skills

- Manage own time, set priorities, plan and organise work
- Ability to apply procedures correctly and undertake administrative tasks
- Ability to train and supervise other staff in the execution of established procedures and oversee small project teams
- Emotional intelligence and sound judgement for problem-solving
- Ability to implement personnel practices including those related to equal opportunity, occupational health and safety and training and development
- Assist other staff to understand the objectives of Outreach services

### Interpersonal Skills

- Excellent communication skills with all community members and staff
- Ability to handle dissatisfied community members in a friendly manner and deescalate high risk situations
- Approachability and awareness of library and community members needs
- Ability to write reports and prepare correspondence in respect of key responsibilities
- Ability to have a flexible approach to work and changing priorities

### Qualifications and Experience

- Degree or Diploma course in Library and Information Management with some relevant work experience, preferably in a public library  
OR
- Lesser formal qualifications with relevant work skills and experience commensurate with the requirements of the work required

### 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 full time 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)

- COVID Vaccination – mandatory

### 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 are reminded that they should follow Health and Safety regulations and the Casey Cardinia Libraries 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