



POSITION: Children and Youth Team Leader
CLASSIFICATION: Band 5
REVIEW DATE: August 2024

Connected Libraries

Connected Libraries (CL) is a large Not for Profit public library service in Southeast Victoria providing services to community in the City of Casey. We are funded by Casey Council 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, Bunjil Place - Narre Warren, and a Library Lounge at Cranbourne West Community Hub. We have Library Lockers available at Cranbourne West, Manna Gum Family and Community Centre and Orana Community Place.

Our Vision

Inspiring spaces where everyone is free to discover possibilities.

Our Values and Guiding Behaviours

Connection

- We create spaces where people feel that they belong
- We find ways to share our common humanity, interests and passions
- We strive to be fully present and intentional in our interactions with others

Creativity

- We love learning and trying new things
- We challenge the status quo if we believe a better way is possible
- We support different ideas and allow others to give things a go

Enrichment

- We look for ways to empower others to learn and participate
- We strive to provide experiences that enhance the quality of a person's day and life
- We provide opportunities for people to explore what is possible

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

Humour

- Humour helps us to connect with each other
- We like to laugh, bringing smiles to other people
- We use humour to break down barriers and create a positive experience for everyone

Kindness

- We are mindful of peoples feelings
- We are kind and compassionate and look for the best in others
- We are accountable for our own behaviour and appreciate the differences in others

Teamwork

- When we all contribute we excel
- We play to each others strengths
- We can achieve our goals together

- 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 CL vision, values and objectives (CL 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

Strategic

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

Key Responsibilities and Duties

1. Leadership

- Consistently uphold CL 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 Children and Youth services and programs
- Coordinate Children and Youth Services and programs with the CYS branch team
- Provide support to the Branch Managers and act in their stead when they are absent

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 outside the four walls 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 CL policies
- Ensure CL 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
- Deal with complaints and incidents in accordance with CL policies and procedures
- Explain policies and procedures to community members as required

4. Information Services

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

5. 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

6. Collection

- In conjunction with Children, Youth and Outreach Manager ensure children's and youth collection meets the needs of the local community, is relevant and in good condition
- Undertake collection management in line with CL Collection Management policies
- Display and promote collection

7. Children and Youth

- Provide support to library staff involved in the provision of Children's and Youth services
- Assist and provide formal input into the development and implementation of the Children and Youth Services Strategy Action Plan in support of CL strategic plan
- Assist in identifying policies for Children and Youth Services including collections, programs, spaces, and services
- Lead the Children and Youth team in developing and delivering programs with a focus on literacy, STEAM, lifelong learning, and creativity
- Develop and run school holiday programs
- Assist the Children, Youth and Outreach Manager to promote children and youth services to the community through appropriate activities and promotion of relevant webpage content, and content for relevant newsletters
- Provide assistance and training to support Children and Youth team members involved in the delivery of high-quality services, activities, and collections
- Build strong partnerships with Council Officers/teams in relation to services and programs for Children and Youth
- Build relationships with Schools and Early Learning Centres to promote CL services and programs
- Assist the Children, Youth and Outreach Manager to liaise with the Marketing team to facilitate the promotion of children and youth programs

8. Programs

- Coordinate and delivery of targeted Children and Youth programs across all service points
- Participate in the annual review of current programs and identify future directions for programs focusing on community needs and development of staff expertise and service delivery
- Work together with the Children and Youth Team Leaders and support Children and Youth staff in developing community links and partnerships with key stakeholders

Selection Criteria

- Library qualifications conferring eligibility for professional membership of the Australian Library and Information Association
OR
- Lesser formal qualifications with relevant work skills and experience commensurate with the requirements of the work required
- High level customer service skills
- Well-developed interpersonal and communication skills with the ability to communicate with all ages, across all levels of the community
- Ability to work independently and as part of a team to meet organisational strategic outcomes
- Knowledge of collection management processes
- Proven experience investigating and developing effective and efficient Children and Youth programs within either the library sector or teaching.
- Proven leadership experience



- Demonstrated ability to lead, inspire and motivate staff within a team environment
- Time management, organisational and planning ability
- Relevant experience in a public library environment is desirable
- Demonstrated experience in delivering programs to 0 to 18 years
- Knowledge of children's literature, language and literacy development
- Driver's licence essential
- Working with Children Check

Organisational Relationships

Reports to: Children, Youth and Outreach Manager

Supervisors: Children and Youth Team

Internal liaisons: Leadership Team, Children and Youth Team Leaders, Digital Literacy team and all staff

External liaisons: Library members, members of the community, early childhood providers, schools, community groups, service organisations 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
- For efficient operation of the branch when Senior on Duty or when the Branch Manager is absent
- Responsible for the quality and timely provision of customer service
- Performance focused on increasing membership and building on program deliverables and participation

Judgment and Decision Making

- Select stock for purchase, reallocation or withdrawal in line with Collection Management Strategy
- Decide on appropriate response to difficult library users and emergency situations
- Decide on priorities for Children and Youth team tasks
- Act in accordance with established policies and procedures

Specialist Skills and Knowledge

- Familiarity of the resources available in CL collections
- Experience with Library Management Systems
- Ability to effectively coordinate the delivery of Children and Youth Services
- Knowledge and ability to apply CL policies and procedures
- Understanding of the goals of the Connected Libraries
- Knowledge of safe work practices for circulation work, branch operations and Child Safety
- 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 children's literature, language and literacy development
- Knowledge of Child Safety standards

Managerial Skills

- Manage own time, set priorities, plan and organise work
- 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 Children and Youth services

Interpersonal Skills

- Excellent communication skills with 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 & information management with some relevant work experience, preferably in a public library
OR
- Lesser formal qualifications with relevant work skills & experience commensurate with the requirements of the work required
- Proven experience investigating and developing effective and efficient Children and Youth programs within either the library sector or teaching.
- Proven leadership experience

Conditions of Employment

Conditions of employment are as per the Connected Libraries Enterprise Agreement, 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
- **Personal 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)

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
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			✓
Manual Handling			
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			✓
Agility			
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 Connected 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: August 2024