



POSITION:	Reading Buddies Project Officer
CLASSIFICATION:	Band 5
CONTRACT:	October 2025 – 30 June 2026
REVIEW DATE:	September 2025

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 400,000 people.

Our branch libraries are located at Cranbourne, Doveton, Endeavour Hills, Hampton Park, and Bunjil Place in Narre Warren. We also have a Library Lounge at Cranbourne West Community Hub, and another opening in early 2026 at Clyde Township Family and Community Centre. Library Lockers are located 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)
- Implement and report on the Reading Buddies Project by working to transform literacy into a shared pleasure and a valuable skill
- Build effective relationships between schools, teachers, students, and parents emphasising the importance early literacy and enjoyment of reading

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

2. Risk Management and Child Safety

- Adhere to OHS Policy procedures and legislative requirements
- Ensure that all OHS incidents are reported, documented and followed through
- 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
- Understand obligations and act in an appropriate manner with and around children.
- Promote positive work practices with children.
- Establish boundaries around acceptable and unacceptable behaviour in relation to children.
- Adhere to reporting obligations where there is suspected or discovered child abuse.
- 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. Compliance

- Remain mindful of the requirements of the Victorian Charter of Human Rights at all times
- Manage personal records in accordance with the relevant Connected Libraries policies to protect personal information
- Perform other duties as directed within the limits of acquired skills, knowledge, and training

4. 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

5. Information Services

- Advise and assist program participants and 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 program participants and library members to become self-sufficient in the use of catalogues, electronic services, and other information resources

6. 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

7. Programs

- Develop and implement specified literacy -promoting programs and activities to support the aims of the Reading Buddies Project, assisting and encouraging disadvantaged and hard -to -reach families and children to engage with the Libraries and the services available
- Liaise with the Marketing team to facilitate the promotion of Reading Buddies Project and other related library programs

8. Community Development

- Develop and maintain Reading Buddy programs to enhance literacy, language and learning outcomes for participating families and their children
- Support families to engage in literacy- related activities and regular shared reading in ways that are enjoyable and engaging, advising, and assisting families on ways to give their children ample access to books and to select literacy -promoting activities and materials suited to their child's age and needs.
- Encourage regular Library visits and help families to appreciate the value of increasing their own exposure to print, supporting literacy events generally in line with Project goals.
- Develop and maintain positive relationships with primary schools, primary school teachers, caregivers and related agencies and individuals as well as contributing to the development and delivery of Library Services beyond traditional site- based service models.
- Build strong partnerships in relation to services and programs for Children and Youth

Selection Criteria

- Degree in library & information management and/or education
OR
- Lesser formal qualifications with relevant work skills and experience commensurate with the requirements of the work required
- Understanding of Community Development principles, familiarity with literacy- promoting resources, the importance of early childhood literacy as well as the ability to work strategically
- Understanding of Department of Social Services Data Exchange and SCORE reporting systems, preferable but not essential
- Skills, experience, and ability working creatively and effectively in partnership with families, caregivers, their school -aged children from diverse socio-cultural, literacy and language backgrounds and key community stakeholders including schools and other service providers
- High level interpersonal, written, and oral communication skills, along with conflict resolution, advocacy, problem- solving and networking skills, preparing external correspondence and writing reports in their field of expertise, preferably along with experience in regular reporting and use of reporting software
- Ability to work independently and as part of a team to meet organisational strategic outcomes
- Proven experience investigating and developing effective and efficient programs within either the library sector or teaching
- Time management, organisational and planning ability
- Relevant experience in a public library environment is desirable
- Knowledge of children's literature, language and literacy development
- Driver's licence and own vehicle essential
- Working with Children Check



- Police Check

Organisational Relationships

Reports to: General Manager, Customer Experience
Internal liaisons: Leadership Team and all staff as required
External liaisons: Program participants, library members, members of the community, and community partners.

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 funding requirements including reporting and deliverables
- Performance focused on increasing membership and building on program deliverables and participation
- All work performed by the incumbent falls with the strategic aims and objectives of the Connected Libraries and the Reading Buddies Project

Judgment and Decision Making

- Act in accordance with established policies and procedures
- Objectives of the work are usually well defined but will involve problem solving, using procedures and guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience
- Implement, develop, and monitor the Reading Buddies Project in accordance with documented guidelines

Specialist Skills and Knowledge

- Familiarity of the resources available in CL collections
- Experience with Library Management Systems
- Ability to effectively coordinate the delivery of the Reading Buddies Project
- Knowledge and ability to apply CL policies and procedures
- Ability to write concise reports and collate statistical and other relevant information
- Ability to source information across varied platforms
- Knowledge of children's literature, language and literacy development
- Knowledge and compliance with OHS and Child Safety standards

Managerial Skills

- Manage own time, set priorities, plan and organise work
- Emotional intelligence and sound judgement for problem-solving
- Assist other staff to understand the objectives of the Reading Buddies Project
- The ability to gain cooperation and build partnerships with external agencies, schools and teachers
- High level interpersonal, written, and oral communication skills, along with conflict resolution, advocacy, problem -solving and networking skills, preparing external correspondence, and writing reports in their field of expertise, preferably along with experience in regular reporting and use of reporting software.

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 in library & information management and/or education with some relevant work experience
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

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 days based on the 38 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
Passive			
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.

Communities for Children Cranbourne is funded by the Australian Government Department of Social Services. Reading Buddies is a Community for Children (CfC) project funded in partnership with Windermere.

Staff Member:

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Signature:

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Date:

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Authorised: Janine Galvin (General Manager, Organisational Development)

Date: September 2025