



ROLE:	English Conversation Group Facilitator Bunjil Place
CLASSIFICATION:	Volunteer
ROLE DATE(S):	February 2026 - August 2026 (6 months)

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



Behaviours

Expected behaviours of a CL Volunteer include:

- Commitment of CL values
- Great customer service
- Embracing new thinking
- A culture of collaboration and innovation

Position Objectives

- To help CL to deliver innovative, customer-focused service within our libraries and beyond through targeted programs and approved activities.
- To support lifelong learning and literacy development in our communities

Key Responsibilities and Duties

1. Provide group and one to one assistance to participants to engage in English conversation to help improve their language skills and gain confidence in a casual and relaxed atmosphere.
2. Liaise with designated branch staff regarding resources, attendance, timing and staffing of program

Selection Criteria

- Minimum age of volunteer role is 18 years
- Commitment to a minimum of six months
- Demonstrated understanding of the role of public libraries in communities
- Good interpersonal and communication skills with the ability to communicate with all ages across all levels of community
- Patience and tolerance
- Understanding of and respect for our diverse community
- Punctual and reliable
- Ability to work in a one-to-one setting
- Ability to take directions from staff
- Maintain confidentiality

Organisational Relationships

Reports to: Branch Manager Bunjil Place Library, Customer Experience Librarians

Internal liaisons: All library staff

External liaisons: Library patrons, members of the community; schools, community groups and training providers

Accountability and Extent of Authority

- Authority to operate within established policies and procedures
- Work performed is within CL guidelines and under general supervision

Judgment and Decision Making

- Act in accordance with established policies and procedures
- Guidance and advice available at all times from Branch Manager and library staff

Specialist Skills and Knowledge

- Customer service skills
- Knowledge of safe work practices specific to the role
- Sound English literacy skills

Interpersonal Skills

- Good communication skills with all members of the community and staff

Conditions of Volunteer Position

- Hours – 2 hours once a week (during school terms)
- Smoking - Smoking is prohibited within all Corporation buildings and in Corporation vehicles



- Working with Children Check – mandatory (Child Safe Standards 2017)
- Police Check

Inherent Physical Requirements

It is important that a volunteer 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 read computer screens			✓
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			✓
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 volunteers are reminded that they should follow Health and Safety regulations and the Connected Libraries Health and Safety Manual Handling Policy when performing their duties.

Volunteer Member:

Signature: _____

Date: _____

Authorised: Janine Galvin (General Manager, Organisational Development)

Date: January 2026