

# POSITION DESCRIPTION

|                |                          |                 |  |
|----------------|--------------------------|-----------------|--|
| Position Title | Library Outreach Officer | Salary          | Level 4                                      |
| Department     | Community                | Conditions      | City of Palmerston Enterprise Agreement 2020 |
| Business Unit  | Library Services         | Employment Type | Full-time                                    |
| Reports To     | Library Services Manager | Duration        | On-going                                     |
| Direct Reports | NIL                      | Position Number |  |

## Our Organisational Environment

City of Palmerston's vision is to create 'A Place for People', where we focus on our strengths to ensure our City thrives into the future.

Our community is at the centre of everything we do. In achieving this we contribute to the vision where:

- Palmerston is a welcoming vibrant family city that fosters diversity and unity;
- In Palmerston, everyone belongs; and
- In Palmerston, everyone feels safe.

Our vision recognises the importance of valuing and investing in the natural environment, balancing economic imperatives and focussing on innovation to enable social transformation in our City. The Community Plan highlights the priorities for achieving these outcomes.

## Our Customer Charter

City of Palmerston is committed to our customer charter and all employees are expected to uphold this commitment within their role.



## Position Objective

To contribute to an inclusive and equitable library experience through innovation and actively engaging in the assessment, planning, and implementation of diverse programming and services. This role aims to enhance accessibility and cater to the diverse needs of our community through thoughtful and proactive initiatives.

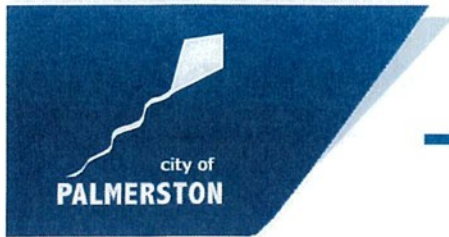
## Position Context

Reporting to the Library Services Manager, this role is responsible for:

- The planning and delivery of outreach programs and services, with advice and/or collaboration with internal and external stakeholders to provide equitable programs and services to the community.
- Delivering daily library operations.

## Key Duties and Responsibilities

- Undertake collaborative program and outreach development and delivery including specific programs to identified groups outlined in the Inclusive, Diverse & Accessible Framework.
- Delivering guidance to the library team on creating diverse and inclusive programs and services.
- Build relationships and liaise with internal and external stakeholders to be advised on community needs and how best to fulfill them.
- Monitor and report on programs and services usage statistics, locations, and service requirements of participants.
- Support the community engagement and management of the Library's Gulwa Recording Studio.



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- Assist with the design and development of marketing and promotional material within a wide range of formats, including through social media and other online tools.
- Support the programs team in the delivery of library programs.
- Participate in and support other library activities, and general customer service, for example circulation services, computer instruction and basic reference.
- Provide a timely, professional, customer focused library service, which may include supervision of circulation activities during evening or weekend hours.
- Maintain order of library collections through shelving, shelf reading, reader requests, weeding, mending and repairs.
- Will be required to work on rostered evenings and weekends.
- Other duties as directed.

## ***What Council is looking for***

- Certificate IV in a community focused or Library related discipline or equivalent experience in a similar role.
- Excellent customer service skills with the ability to engage with people of all different ages and diverse backgrounds and needs.
- Demonstrated experience consulting or working with external stakeholders to provide programs or services to people with a diverse range of needs and/or abilities.
- Demonstrated experience reviewing, planning and delivering diverse programs and/or services.
- Utilisation of professional, articulate, and appropriate language when responding to enquiries and demonstrated experience in a customer focused service role.
- An enthusiastic attitude towards new technology and processes, with the ability to quickly learn and a willingness to teach others and information share.
- Willingness to undertake training and professional development.
- Ability to work independently and exercise initiative in the application of established work procedures.
- Hold a current Ochre/Working with Children Card.
- Able to work evenings and weekends.

## ***Further Information***

Prior to the City of Palmerston's employment offer being confirmed, the successful applicant will be required to provide evidence of eligibility to work in Australia, provide copies of relevant qualifications. Some roles may require successful applicants to undergo a criminal history check, hold a Class C drivers licence, attend a medical examination, participate in a psychometric assessment, hold a Working with Children clearance and/or hold a White Card.