

POSITION DESCRIPTION

Position Number:	CYSOFF2
Position Title:	Children & Youth Services Officer
Division:	City & Community Growth
Classification:	Level 2 Step 1 to Level 2 Step 4
Status:	Part-Time/Permanent (0.7FTE)
Hours:	56 Hours Per Fortnight
Reports To:	Team Leader Children's & Youth Services



Position Objectives

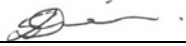

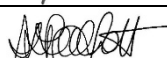
To support the Manager Library & Community Development in providing quality library services to the community with a strong focus on Customer Service and an emphasis on the delivery of Children and Youth Programs and services.

This position is required to work during school holidays and outside of ordinary hours.

Key Result Areas

1. Children's and Youth Services.
2. Customer Service.
3. Community Programs.
4. Teamwork.

Void without CEO approval:

REVIEWED: People Leader		19/12/2023
REVIEWED: General Manager		03/01/2024
APPROVED: Chief Executive Officer		03/01/2024



Key Duties & Responsibilities

1. Children's and Youth Services Programs

- Support the Team Leader Children's & Youth Services to develop, plan and coordinate a wide range of high-quality children's and youth services and programs.
- Create partnerships with local schools, organisations and service providers within the community who cater to the needs of children and youth.
- Evaluation and reporting on children's and youth services, collections and programming.
- Assist with the development and delivery of children's and youth outreach services.
- Contribute as part of the Children's and Youth Services Team

2. Customer Service

- Encourage and foster a strong customer focus and teamwork culture.
- Contribute to the direct provision of services to the public by undertaking reference and reader advisory services and circulation and shelving duties as required.
- Effective operation of the library management system.
- Receipt of monies for library related fees and charges.
- Undertake detailed information requests and other duties, as required.
- Assist customers with the use of a wide range of Information Technology and equipment.

3. Community Programs

- Assist with Library programs, as required.
- Promote and market library services and events to the wider community using a range of tools.

4. Teamwork:

- Consistently and actively collaborate, and support effective working relationships with the Library team and all Council Staff

5. Other Duties

- This position maybe required to perform any duties included within the position classification (and at lower classifications where necessary) as specified by the South Australian Municipal Salaried Officers Award, general officer classification criteria and which the incumbent has the necessary professional and technical skills.

6. Adhere to Councils General Conditions of Employment

- Undertake other related duties as required for the effective and efficient operation within the scope of this position.
- Follow defined work health and safety legislation, policies and procedures related to the work being undertaken in order to ensure own safety and that of others in the workplace.
- Follow defined information management practices, policies and procedures for all records created and received.
- Be responsible for and actively involved in identifying and managing risk in day to day activities and projects.
- Follow all defined organisational systems, policies and procedures related to the work being undertaken.

- Demonstrate and adhere to the principles of conduct and standards of behavior as defined within the Code of Conduct – Behavioural Expectations of City of Mount Gambier's Staff Members.
- Demonstrate and uphold the organisation's Values (Lead, Connect, Deliver) that define the standards that guide our behaviours and commitment in working to accomplish the vision and mission.
- Embrace and support the organisation's customer service charter.

Key Competencies & Selection Criteria

Inherent Essential License/s, Clearances and Checks

- A satisfactory pre-employment medical examination.
- Current satisfactory National Police Certificate.
- Current satisfactory Working with Children Check (WWCC).
- Safe Environments for Children & Young People – Through their eyes Certification.

Essential

- Excellent communication skills and the ability to share information and knowledge with a diverse range of clientele.
- Demonstrated experience in working with children and youth to provide services and programs designed to meet their needs.
- A positive 'can do' attitude along with the ability to work within change and adapt to change.
- Ability to work effectively with the community and other user groups, particularly children and youth.
- Knowledge of library programs and the role the library plays in the community.
- Excellent administrative, organisational and time management skills.
- Ability to utilise a variety of technologies and software packages.
- Ability to work independently and as a team member.
- Ability to deal with difficult situations, resolve problems and diffuse potential conflict.

Desirable

- Experience working in public libraries.
- Ability to learn and deliver STEAM (Science, Technology, Engineering, Arts, Mathematics) programs to children and youth.
- Library or other related qualifications or equivalent, relevant experience.
- Knowledge of the SA Public Library Network.



Occupant: VACANT

I have read and understood the key result areas, duties, and responsibilities of this position as described above.

Acknowledged by Occupant: _____ / _____ / _____
Signature
date

