Multicultural Services Officer (SCS179)

Position Description

Directorate	Community Directorate
Division	Community Services
Grade	8
Employment Type	Permanent, full time
Reports to	Library Services Team Leader (SCS075)

Primary purpose of the position

This position is responsible for the delivery of multicultural library services and programs as part of the Wagga Wagga City Library service.

Key responsibilities

- Co-ordinate and deliver multicultural library services and programs that meet the needs of a diverse range of library users.
- Recruit, train and support volunteers to assist in the effective delivery of multicultural library programs.
- Assist with the maintenance and sourcing of multicultural collections and resources.
- Develop and foster relationships and partnerships with Culturally and Linguistically Diverse (CALD) service providers, community groups, schools, and other organisations to promote learning, inclusiveness, and multicultural service provision.
- Identify and assist in the preparation of funding submissions and sponsorship applications to support the
- provision of multicultural library programs and projects. Provide advice and support to English as a Second Language (ESL) library users with information and technology enquiries including catalogue searching, word processing, printing, internet, email, and social media user requests.
- Undertake circulation desk duties including processing borrowings and returns, library memberships and cash handling.
- Maintain Library shelves and re-shelve returned items.
- Undertake general operational activities within the library including stock maintenance and other general administrative tasks.
- Attend and participate in regular team meetings and planning sessions.

Key behaviours

All Council employees are responsible for aligning their conduct in accordance with key behaviours when undertaking the duties of their position. The foundation of these key behaviours is based on Council's Values and vary dependent on the level of your position.

Please refer to Council's Key Behaviours template for more information.

Communication

- I communicate openly and honestly
- I constructively contribute to team meetings, toolbox talks and conversations
- I share information and ideas with colleagues
- I ask questions if I don't understand
- I respond promptly to enquiries and requests

Trust

- I am responsible for my own actions
- I take initiative to progress my own work and follow through on my work commitments
- I act honestly and maintain confidentiality
- I understand and follow the law, rules, policies, guidelines and the Code of Conduct
- I utilise Council resources effectively

Respect

- I treat others with respect
- I treat others the way they wish to be treated
- I respect the organisation and I convey a positive and professional image of Council
- I respect the position I hold and complete my work to the best of my ability
- I challenge decisions made by management respectfully and thoughtfully

Innovation

- I look for, and am open to, new and better ways of doing things
- I am receptive to change
- I am flexible and responsive to changing work priorities and issues

Teamwork

- I always work in a safe manner, looking after my own safety and the safety of others
- I consult on safety issues, report hazards, identify, manage and minimise risk for myself and others
- I am an engaged and enthusiastic team player
- I offer support and help to others when workloads are high
- I cooperate with my team members and supervisors and contribute positively to our work

Work Health and Safety

Work Health and Safety (WHS) is the number one priority at Wagga Wagga City Council ('Council'). We make no compromise when it comes to employee safety.

As a worker of Council, it is your responsibility to:

- Follow Council's WHS policies and procedures as instructed
- Report all WHS hazards incidents and near misses to your supervisor as soon as possible
- Participate in all required WHS training

To minimise risk and assist in protecting workers in employment at Council, workers are required to meet the inherent requirements of the position, including any Job Demand Analysis (JDA) that has been completed outlining the inherent physical requirements of this position. Council seeks to apply reasonable adjustments to remove barriers to workplace participation for individuals with a disability or injury.

Essential requirements of the position

Skills and experience

1. Demonstrated experience relevant to the role with an emphasis on working with Culturally and Linguistically Diverse communities.
2. Demonstrated knowledge of a wide range of English as a Second Language (ESL) and Culturally and Linguistically Diverse (CALD) learning materials and resources.
3. Experience in developing partnerships with Culturally and Linguistically Diverse (CALD) service providers to promote learning, inclusiveness, and multicultural service provision.
4. Demonstrated ability to provide technology assistance to ESL library users with an emphasis on word processing, printing, internet, email, and social media user requests.
5. Demonstrated ability to work effectively in a team environment and independently.
6. Demonstrated time management, planning and administrative skills.
7. Sound communication (oral and written) and interpersonal skills.
8. Demonstrated ability to deliver quality customer service, contribute to service improvements and adapt to change.
9. Demonstrated understanding of Equal Employment Opportunity and Work Health and Safety in the workplace.
10. Ability to work weekends in accordance with rostering arrangements.

Disclaimer

This document reflects the major elements and responsibilities of this position and is not designed to be prescriptive in nature. Employees can therefore expect to undertake other duties in addition to those identified.
Reviewed: (October 2026)
Version: 2.0