

Position description

Title:	LIBRARY YOUTH SUPPORT OFFICER	Position Number	3973
Classification:	Level 3		
Hub:	Community	Program Area:	Library & Family Services
Reports to:	Children & Youth Services Librarian		
Direct Reports:	Nil		

Our vision and mission

Darwin 2030 – City for People. City of Colour.

We will work with the community and partners, provide leadership and deliver services that create opportunities to enhance the economic, cultural and environmental sustainability of Darwin.

Our strategic directions

- A capital city with best practice and sustainable infrastructure
- A safe, livable and healthy city
- A cool, clean and green city
- A smart and prosperous city
- A vibrant and creative city

Organisation operating model

City of Darwin's organisational operating model is an agile high -performance operating model based on supporting collaboration, improving speed of delivery of strategic outcomes, and growing innovation. The model consists of four operating hubs, the Office of the Lord Mayor and CEO, Community, Corporate and Innovation, and incorporates:

- an agile organisational structure,
- high-performance culture,
- enterprise leadership,
- psychological safe working environment, and
- high collaboration and communication.



Position objective

The role is responsible for high-quality customer focused library services working with and supporting the Children & Youth Services team in the delivery of library programs, events, and services. This role will develop, facilitate, implement, and evaluate a broad range of library and learning programs and activities for young people.

Key result areas

Corporate identity



- Promote and embody City of Darwin's Vision and Mission.
- Promote and embody City of Darwin's staff values, CARES (**C**ustomer Service, **A**ccountability, **R**espect, **E**xcellence and **S**olidarity).
- Act in accordance with and abide by the City of Darwin's Code of Conduct.

Service delivery

- Ensure Library customers are provided with a positive, proactive, and responsive customer service experience.
- Assist with the planning and organising of children and youth services, programs and special events to a diverse community.
- Actively engage with young people to encourage optimum positive use of the libraries.
- Contribute to the development and implementation of socially inclusive, innovative, and engaging library programs and services for young people.
- Use innovative methods to promote and market young people's programs and projects to connect with new audiences.
- Build relationships and engage with community organisations and groups at the local level to inform the development of programs and services.
- Prepare and deliver online and outreach programming for children and youth.
- Conduct library programs for children, including story time sessions.
- Maintain procedures for the Children & Youth Services team and ensure consistency across the library service.
- Complete all associated administrative tasks such as inputting statistical data accurately as required.
- Ensure all works performed are in accordance with standard operating procedures.
- Provide computer, internet and troubleshooting assistance to the public.

Team support (people and capability)

- Work professionally, cooperatively, and respectfully with other team members to accomplish joint tasks and build positive working relationships.
- Be flexible and adaptable to working in various work locations throughout the municipality as needed to perform the role effectively.
- Undertake any other duties within the skill and scope of the position or your skill set, as directed.



- Actively participate and contribute to team meetings and other relevant forums, events or organisational meetings as required.
- Proactively engage in performance management processes (ie. probation reviews and annual performance appraisals) as required.

Workplace health and safety

- Ensure your personal health and safety and that of others in the workplace, and report all accidents, incidents, and hazards immediately via WHS systems.
- Comply with all CoD Workplace Health and Safety (WHS) policies, procedures, guidance, and other-directed requirements.
- Comply with any reasonable directions (such as safe work procedures, wearing personal protective equipment) given by management for health and safety purposes.
- Report all accidents, incidents, near misses and hazards immediately.

Position prerequisites

- Cert IV in Library and Information Services, Community Services or equivalent
- Minimum two years' relevant experience
- Possession of a Class C Drivers Licence
- Current NT Working with Children Clearance (OCHRE Card)

APPROVED BY:

A handwritten signature in black ink, appearing to read "L. Ayson".

Date: 25/1/24

Executive Manager Library & Family Services

Employee Acknowledgement

I, _____ have read and understood the requirements of the role; responsibilities and accountabilities as outlined within this Position Description. I understand that I am also responsible for complying with Council's policies & procedures as they relate to my position.

Signed: _____ Date _____



For recruitment purposes only

Essential experience, skills, and qualifications:

- Meets the position prerequisites.
- Demonstrated experience working with children and young people in a learning environment.
- Demonstrated ability to work as part of a team with strong customer and community service values.
- Demonstrated experience and enthusiasm for delivering programs and services to young people in a diverse and multicultural community.
- Well-developed written and oral communication skills.
- Advanced technology literacy skills, including experience in using computer programs (for example iPads, smartphones, Microsoft Outlook and Teams).

Desirable experience, skills, and qualifications:

- Previous experience in local government or similar environment

For the position advertisement:

- Pre-employment assessments required: fitness for work (physical)
- Weekend and evening work is required
- Position is 0.8
- Work pattern: Tuesday – Saturday, and occasional Sundays as rostered, though subject to change
- Must be able to work across multiple locations

