

## POSITION DESCRIPTION

<b>POSTION</b>	<b>COORDINATOR, COMMUNITY DEVELOPMENT</b>
<b>SECTION/WORK UNIT</b>	Customer Experience
<b>LOCATION</b>	Geelong Library and Heritage Centre, also please see special characteristics listed
<b>AWARD CLASSIFICATION</b>	Band 6
<b>CONDITIONS OF EMPLOYMENT</b>	Fixed-term until 30 June 2024, .8 EFT (60.8 hours a fortnight), Geelong Regional Library Enterprise Agreement (2020) and its successors
<b>REPORTS TO</b>	Manager, Children and Youth Services
<b>OCCUPANT</b>	VACANT
<b>APPROVED BY</b>	Executive Manager, Customer Experience
<b>DATE</b>	May 2022

### WHO WE ARE

The Geelong Regional Library Corporation's (GRLC) purpose is to provide *a thriving public library service that boosts our communities' health, prosperity, connectedness and belonging*. This is particularly pertinent as we contribute to the recovery of our region during and post pandemic.

We are a consistently recognised leader in Victoria's public library sector and provide services across the five local government areas that are part of the G21 region. This includes 19 libraries and 3 mobile library services, with five new libraries planned to open by 2025.

We create safe and welcoming spaces for everyone and host a rich calendar of learning and cultural programs and events with live audiences and via online platforms.

We continue to embed an organisational culture that is curious, caring, skilled and confident to experiment during these transformative times.

We are focussed on establishing strategic transformative frameworks and systems that will ensure we are known as a sustainable, well governed, and future focussed organisation.

**We aspire to be regional leaders in technology and innovation so that, as the custodians and distributors of accumulated knowledge and resources, we can ensure universal access for everyone in our growing region, whether online, in our libraries, or through outreach and innovative partnerships.**

## **POSITION OBJECTIVE**

Build capacity within the frontline library teams working with hard to reach and people experiencing vulnerability

Direct, implement and review Reconciliation Action Plan; Disability Access and Inclusion Plan; Stakeholder engagement plan; Workforce capability customer engagement and inclusion initiative, with support and guidance from relevant managers

Update GRLC child safety policy and develop an implementation plan delivering on the Child Safe standards and Corporate Risk Framework. Timely support and guidance is available

Deliver on the Strategic stakeholder and engagement delivery plan (regional and local) as part of GRLC Library plan

Develop and deliver stakeholder partnering /project opportunities - pilot and trial. Guidance and support available

Identify training needs and help facilitate learning opportunities for library staff

Provide proactive customer service in line with GRLC strategy, standards and behaviours

## **ROLE RESPONSIBILITIES**

Develop frontline workforce capability plan and implement initiatives to understand and respond to community members who have multiple and complex needs

Develop and strengthen strategic partnerships with community organisations involved with supporting community members with multiple and complex needs

Evaluate/review existing organisational action plans, within area of expertise, to assess their effectiveness and impact

Review policies and create implementation plans to build GRLC's inclusiveness and strengthen child safety maturity

Create and implement proactive customer service training in line with GRLC's Library Plan, standards and behaviours. Consult with Manager, People and Culture and Operations Managers for support and guidance.

Provision of debriefing and support to staff who encounter aggressive or emotionally and mentally distressing incidences. Consult with Manager, People and Culture, as required and escalate for further support

Provide advice on current services and programs on offer for the community to become more inclusive

Guidance and support is available from Manager, Children and Youth Services and other members of the Strategic Leadership Team

## **PEOPLE AND TEAMS**

Proactively model, cultivate and maintain positive team relationships across all GRLC functions

In accordance with GRLC performance planning, development and review processes, participate in staff reviews and prepare an annual work plan to support organisational objectives

Contribute to the successful operation of the library service by assisting and supporting colleagues and senior management meet organisational objectives, goals and corporate plans

Attend appropriate meetings and training as required

Create, build and promote cohesive working relationships with Council staff, liaising as required regarding organisational matters

## **CLASSIFICATION DEFINITIONS**

### **ACCOUNTABILITY AND EXTENT OF AUTHORITY**

This position will provide advice to or regulate clients and will provide input into the development of policy

This position has responsibility to provide specialist advice and is required to act in accordance to regulations and policies and will receive regular supervision.

This position contributes to the development of plans and review of policy. The work will be investigative and analytical

The position will have a formal input into policy development within their area of expertise and/or management

Responsible for adherence to the Corporation's Privacy Policy and any associated legislation

Extent of authority is governed by Library Policy

### **JUDGEMENT AND DECISION MAKING**

The work will involve solving problems, using procedures and guidelines and the application of professional knowledge, or knowledge acquired through relevant experience.

Problems are occasionally of a complex or technical nature with solutions not related to previously encountered situations and some creativity and originality is required.

Guidance and advice would usually be available within the time required to make a choice

### **MANAGEMENT SKILLS**

Ability to manage time effectively, prioritise and plan own work to achieve set objectives

Proven ability to work independently and constructively and to contribute effectively as a flexible team member

An understanding of the organisational context including procedures and policies relating to the library and the goals of GRLC

Ability to contribute to and deliver projects, reports, programs and events, including the developing planning, implementing, and reviewing, within agreed timeframes

Demonstrated ability work independently and as part of a team

### **SPECIALIST SKILLS AND KNOWLEDGE**

Identify training needs and help facilitate learning opportunities for library staff

Ability to develop good working partnerships with external agencies

Provide on the job support and training to build capacity within the team to proactively respond to complex needs and issues

Commitment to customer service ethic and personal service excellence, including written and oral communication and general customer service

Policy analysis and ability to develop implementation plans

Ability to design and deliver workforce capability initiatives to increase organisational capacity to engage with diverse community members with multiple and complex needs

## **INTERPERSONAL SKILLS**

Highly developed interpersonal, presentation and written communication skills

Ability to develop and maintain mutually beneficial relationships with key stakeholders

De-escalation conflict skills

Ability to discuss and resolve problems

Ability to liaise effectively and sensitively with a diverse community

Ability to support and work effectively with community groups and other members of the community, as well as part of a multi-disciplinary team

The position requires the ability to gain co-operation and assistance from members of the public and library employees

## **QUALIFICATIONS, CERTIFICATIONS AND EXPERIENCE**

Degree or graduate diploma in community development, community services, social work or relevant discipline

Significant experience working within a community development or community services organisation

Current Victorian Drivers Licence

Current Police Check - Mandatory

Covid-19 Vaccination certificate - Mandatory

Current Working with Children's Check - Mandatory

## **KEY SELECTION CRITERIA**

Experience working with people with complex needs, with specialist knowledge in either homelessness, mental health and/or drug and alcohol responses

Leadership qualities including a high degree of initiative and analytical skills

Good interpersonal, presentation, training and communication skills verbal and written

Ability to prioritise and manage competing deadlines

Experience applying community development processes to engage with communities, build relationships and community capacity

Strong understanding and commitment to Public Libraries and GRLC values

## **ORGANISATIONAL RESPONSIBILITIES**

### **Library Plan**

Contribute to the achievement of the vision, mission and goals through the strategies and actions articulated in the Library Plan

Adopt and model GRLC's values embodied in the service principles articulated in the Library Plan

Intellectual freedom

Equity and access

Community focus and engagement

Innovation

Collaboration

Workforce support and development

Integrity and service excellence

Good governance

### **Occupational Health & Safety**

Adhere to all Occupational Health and Safety policies and procedures including assuming responsibility for the proper use of all safeguards, safety devices, personal protective equipment and other equipment provided for safety purposes

Take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions in our workplace

### **Culture**

Contribute to a more flexible, resilient, and proactive culture by participating in organisational teams including the Strategic Leadership Group and the Library Services Team

Practice and promote EEO principles by treating fellow staff fairly and equitably and without discrimination and harassment

Promote a positive image of the library to the community through professional standards of personal presentation and through the provision of services/advice in a courteous and efficient manner

Ensure awareness and adherence to all Geelong Regional Library Corporation policies and procedures

Create and maintain a child safe culture

## ORGANISATIONAL RELATIONSHIPS

**Reports to:** Manager, Children and Youth Services

**Directly supervises:** Placement students

**Internal Liaisons:** Library Coordinators  
Children and Youth Service Librarians  
Operations managers  
Manager, People and Culture  
Frontline Library Officers  
All staff

**External Liaisons:** Community Organisations  
Health and housing organisations  
Local Government authorities  
All library users

## OTHER RELEVANT INFORMATION

The Coordinator, Community Development is classified as a Band 6 (Standard Engagement – 38 hour a week, pro rata) within the Geelong Regional Library Corporation Enterprise Agreement 2020 and the current salary is \$85,027 - \$92,089 pro rata plus 10% superannuation

Vision Super scheme is the default fund as determined in this agreement. Annual, sick and long service leave accruals will apply pursuant to the Agreement

A six-month probation period applies

It is an expectation that all GRLC employees will perform their job professionally, respectfully, and pleasantly, in accordance with the principles and practices of workplace diversity, workplace participation and in support of a safe working environment

GRLC is a child safe, and child friendly organisation committed to ensuring that all children who visit our libraries have the right to feel and be safe. Appointments to positions are subject to successful applicants providing valid Working with Children and Police checks

GRLC values equal opportunity and strives to create an inclusive and welcoming work environment that represents the diverse community we service. Applications from Aboriginal and Torres Strait Islander people are encouraged

We encourage expressions of interest and applications from people with a lived experience of disability, or long-term illness or injury and people of all abilities, cultures, ages, sex and gender

## SPECIAL CHARACTERISTICS

In line with operational requirements, work may be rostered at any service location within the Corporation.

Physical work and manual handling is an intrinsic requirement of working in libraries. This includes standing for significant periods of time, continuous activity that involves movements such as lifting, bending, carrying and pushing.

## APPLICATION PROCESS

Applications marked “private and confidential” including a covering letter, curriculum vitae, statement addressing the key selection criteria (no longer than two pages) and three professional referees should be forwarded by email to Subha Simpson, Manager, People and Culture at [jobs@grlc.vic.gov.au](mailto:jobs@grlc.vic.gov.au)

### **Have you got questions?**

Enquiries: please contact Tara Murphy, Manager, Children and Youth Services on 4201 0519

**CLOSING DATE FOR APPLICATIONS: WEDNESDAY, 1 JUNE 2022 by 5pm.**