

Position Description

Position Title	Coordinator, Community Engagement & Staff Development
Job role	Staff Capacity Building/Partnerships/Community engagement
Award classification	Band 6
Status	Permanent part-time, ongoing
Hours of work	0.8 FTE (60.8 hours), Standard engagement based on 76 hours per fortnight
Department and Division	Programming and Partnerships, Community Experience
Location	Kim barne murrk – also see special characteristics
Reports to	Manager, Library Service Operations
Salary range	\$93,851 - \$101,646 per annum pro-rata
Approved by	Director, Community Experience
Date	March 2026
Contact Officer	Tara Murphy, Manager Library Service Operations on 0417 721 605 or email on Tara.Murphy@grlc.vic.gov.au

About the role

The Community Engagement and Staff Development Coordinator strengthens the organisations role as an inclusive, community-focused service by building staff capacity, driving meaningful engagement and forming strategic partnerships that improve access and outcomes for diverse communities and people experiencing vulnerabilities.

The Coordinator is responsible for strengthening the capacity of library and heritage staff to confidently and effectively engage with a diverse range of community members, focussing on building workforce capability through strategic partnerships, targeted training, and practical support systems that equip staff to respond appropriately and proactively.

Working closely with external agencies and community organisations, the Coordinator leverages partnerships to enhance staff knowledge, skills and confidence. Rather than delivering frontline community support directly, this position ensures staff have access to the right expertise, referral pathways, training opportunities and frameworks to respond safely and inclusively.

A key focus of the role is developing a workforce capability plan that ensures staff are well-equipped to respond to community members with complex needs. Additionally, providing debriefing and emotional support to staff who face challenging situations, and advising and developing training and resources that promote inclusivity, are important aspects of this position. The Coordinator is also responsible for identifying the training needs of library staff teams, offering learning opportunities that enhance their ability to deliver proactive customer service in line with GRLC's standards.

The role involves reviewing and implementing action plans, policies, and service frameworks, with a focus on improving the library's response to the diverse needs of the community. This includes contributing to special projects, supporting grants, and guiding the development and delivery of initiatives aimed at fostering an inclusive and supportive environment. Guided by the Strategic Leadership Team, the Coordinator will be instrumental in fostering a supportive, inclusive, and proactive community service culture within the library network.

Role responsibilities

- Develop and implement a workforce capability plan that strengthens staff confidence and competence in engaging with diverse community members, including those with multiple and complex needs.
- Build and maintain strategic partnerships with community organisations to provide specialist knowledge, secondary consultation, referral pathways and joint training opportunities for staff.
- Identify staff training needs and coordinate learning opportunities that enhance inclusive practice and proactive customer service.
- Design and deliver structured training, workshops and on-the-job capacity building initiatives in collaboration with external partners and internal leaders.
- Establish and facilitate debriefing and reflective practice processes to support staff wellbeing following challenging interactions.
- Review and evaluate organisational policies, action plans and service frameworks to ensure they support staff capability and inclusive engagement.
- Develop implementation plans that embed inclusive engagement principles into everyday service delivery.
- Provide expert advice to Managers and teams on strengthening inclusive practices across services and programs.
- Contribute to partnership development, special projects and grant initiatives that enhance organisational capacity.
- Ensure compliance with GRLC's Privacy Policy and organisational standards.
- Work collaboratively across teams to share knowledge, support problem-solving and build organisational learning.
- Apply and promote GRLC Values, Code of Conduct, Child Safety and Wellbeing principles, workplace diversity and work health and safety practices.

People and teams

- Proactively model, cultivate and maintain positive team relationships across all GRLC functions
- Create, build and promote cohesive working relationships with Council staff and library networks, liaising as required regarding organisational matters
- This role will provide advice will provide formal input into the development and review of policy. The work will be investigative, analytical and include evaluation.

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

Special characteristics

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

Key selection criteria

- Degree or graduate diploma in social work, community development, community services or relevant discipline
- Significant experience working within a community services or community development organisation
- Demonstrated experience developing and delivering training and workforce development programs
- Experience working with people with complex needs, with specialist knowledge in either homelessness, mental health and/or drug and alcohol responses
- Good interpersonal, presentation, training, evaluation and communication skills verbal and written
- Strong analytical, leadership and initiative skills.
- Ability to prioritise and manage competing deadlines
- Strong understanding and commitment to public libraries and GRLC vision.

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 20 libraries and 3 mobile library services. 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.

Are you eligible?

To be eligible for the role you must be an Australian citizen, permanent resident or have appropriate work rights in Australia.

The successful candidate will be required to provide the following:

- a Police check (no older than 6 months)
- Current Victorian Drivers Licence
- a current Employee Victorian Working with Children Check prior to commencing your employment with GRLC

How to apply

You need to apply through our e-recruitment system.

Applications must comprise of:

- A resume
- A statement addressing the key selection criteria (500 words maximum), describing how your skills, knowledge, and experience/qualifications would enable you to perform the duties of the role taking into account the "[Performance Expectations](#)" at the relevant classification and the [GRLC Vision](#) and Values .

Geelong Regional Library Corporation is proud to be a workplace that champions diversity. Our commitment is for our people to be safe, included and supported so that they can be at their best. As an equal opportunity employer, we encourage applications from First Nations peoples and people with diverse gender identities and expression, ethnicity, cultural background, sexual orientation, ability and age. We look for the right values, skills and knowledge to build our capabilities so that we can best deliver for and represent our community.