

## Position Description

Position Title	COMMUNITY OUREACH OFFICER
<b>Job role</b>	Provide high-quality administrative support Proactively and respectfully engage with stakeholders Passion for improving accessibility of library services
<b>Award classification</b>	Band 4
<b>Status</b>	12 month maximum term contract, 0.6 FTE
<b>Hours of work</b>	Engagement as per EA
<b>Branch, Department and Division</b>	Coast & Rural Operations, Community Experience
<b>Location</b>	Corio Library
<b>Reports to</b>	Community Outreach Coordinator
<b>Salary range</b>	\$67,562 to \$72,796
<b>Approved by</b>	Director, Community Experience
<b>Date</b>	August, 2023
<b>Contact Officer</b>	Laura Pugliese, Community Outreach Coordinator, <a href="mailto:laura.pugliese@grlc.vic.gov.au">laura.pugliese@grlc.vic.gov.au</a>

### About the role

Our community library and outreach services provide library services to housebound people, aged care facilities and community groups. The Home Library Service helps foster a sense of community and connection to members who are unable to access their local library due to ill health or mobility challenges by providing access to library materials and information services.

Under general direction, the main duties of the role are to:

- Provide high quality administrative support to the Home Library Service (HLS) and Outreach team, including:
  - Monitor the HLS inbox and respond to queries.
  - Undertake selection of library materials for HLS clients.
  - Ensure selections of library items are ready for delivery schedule.
  - Undertake administrative and organisational tasks to ensure delivery schedules are up to date.
  - Maintain and ensure HLS client records are up to date.
  - Maintain all records for HLS volunteers and potential volunteers (such as but not limited to sending information/application forms, adding potential volunteers to database, organising interview times, following up on volunteer paperwork)
- Act with discretion, manage risk and, adhere to privacy requirements whilst handling the personal information of our volunteers and patrons.
- Provide community focused library & information services to HLS stakeholders including selection and return of library items from Aged Care Facilities.
- Ensure all HLS enquiries from volunteers, clients and other stakeholders are responded to in a timely and professional way.
- Under the direction of the HLS coordinator assist in other duties which may include but is not limited to delivering library items in the HLS van and other administrative duties.
- Ensure that all information is handled and managed in accordance with GRLC's Privacy Policy
- Work collaboratively to consult and share information with colleagues, provide advice, actively engage in problem solving and knowledge transfer and seek input from others to achieve goals.

- Apply the principles of GRLC Values, Code of Conduct, Child Safety and Wellbeing, workplace diversity principles, work health and safety and collaboration within a work and team environment.

## 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.

## 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)
- a current Employee Victorian Working with Children Check prior to commencing your employment with GRLC
- Ability to drive the Home Library Services van, a manual transmission, would be desirable to make deliveries on occasion.

## How to apply

You need to apply through our [e-recruitment system](#).

Your application will need to include:

- A Resume
- A Cover Letter (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.*