

Position Description

Position Title	COMMUNITY OUTREACH COORDINATOR
Award classification	Band 6
Status	Permanent, Full Time
Hours of work	Standard Engagement, 76 hours per fortnight, as per EA
Branch, Department and Division	Community Experience
Reports to	Manager Library Services Operations
Salary range	\$ 91,117 - \$ 98,685 per annum
Approved by	Director, Community Experience
Date	May 2025
Contact Officer	Deanne Verity deanne.verity@grlc.vic.gov.au

About the role

The Community Outreach Coordinator leads and supports the delivery of community outreach services through the Mobile Library and Home Library Services. This role is responsible for coordinating day-to-day operations, overseeing volunteers, and ensuring the safe, efficient operation of mobile library vehicles. It plays a key role in reducing barriers to library access, particularly for vulnerable and socially isolated individuals, contributing to a responsive service that adapts to the community's needs.

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

- Oversee daily operations and administration of the Home Library Service including coordinating volunteers, record management and stakeholder relationships.
- Oversee daily operations and administration of outreach and Mobile Library Services including vehicle maintenance, safe work practices and policy adherence, and stakeholder relationships.
- Lead, coach, and support team members to foster a customer-focused service culture. Identify training and development needs and set clear performance objectives aligned with GRLC's strategic priorities.
- Contribute to the development, review and continuous improvement of services, programs, policies and procedures as required.
- Assist in the delivery and evaluation of key projects as required.
- Monitor operational budgets and contribute to budget planning and development activities.
- Prepare reports on all aspects of the service as required.
- Ensure information is handled and managed in accordance with the organisation's privacy and data protection policies.
- Demonstrate and apply GRLC Values, Code of Conduct, and wellbeing principles. Ensure compliance with workplace laws including child safety, Equal Opportunity, OH&S, and Heavy Vehicle National Laws and Regulations.
- Seek guidance and support from the Manager as required to effectively fulfil responsibilities.

Experience & Qualification Requirements

- Degree or graduate diploma in a relevant discipline.
- Demonstrated understanding of community outreach services within a public library framework.
- Experience leading and managing teams.
- Demonstrated experience in development, management, implementation and evaluation of community outreach programming and facilitation.
- Sound general knowledge and interest in reader development, literacy and digital literacy development.
- Demonstrated experience relationship building with external stakeholders and community groups.
- Effective presentation skills and experience in developing and delivering training sessions.
- High level communication and interpersonal skills including the capacity to relate to people of all backgrounds and ages.
- A current Victorian Driver's Licence

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

How to apply

You need to apply through our [e-recruitment system](#). *(Not applicable for internal Expressions of Interest)*

Your application will need to include:

- A resume
- A cover letter that addresses the selection criteria below:
 - Strong leadership and team development skills
 - Demonstrated experience in coordinating day to day operations
 - Ability to support and contribute to key projects
 - Strong written and verbal communication skills

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.