



## Position Description

<b>Position No:</b>	R2649
<b>Position Title:</b>	Library Officer Rural Outreach
<b>Incumbent:</b>	Vacant
<b>Branch:</b>	Libraries & Knowledge Hubs
<b>Department:</b>	Healthy Communities

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## Employment Conditions

### Salary and Entitlements

The salary is based on Band 4 in accordance with Mildura Rural City Council's Enterprise Agreement and Local Government (Long Service Leave) Regulations 2021.

### Payment of Wages

Payment will be made fortnightly directly to a banking institute of your choice.

### Hours of Work

140 hours within four (4) weeks. Rostered evenings and weekend shifts with RDO every twelve weeks.

### Superannuation

In accordance with Superannuation Industries Supervision Act.

### Child Safe Organisation

Council is a child safe organisation and as such, applicants may be required to hold a Working with Children Check. Applicants may also be required to undergo a National Criminal History check.

### Equal Employment Opportunities (EEO)

Council's policy is to ensure the absence of discrimination in employment.

### WorkCover Arrangements

As a condition of appointment to this position, the appointee must disclose any pre-existing illnesses or injuries which may prevent them from carrying out the duties of their position. This disclosure must be made prior to employment and the employee must then undertake a medical examination with a Registered Medical Doctor, failure to do this may remove the appointee's entitlement to any future WorkCover compensation.

## Organisation Structure and Principles:

Mildura Rural City Council's organisational structure has four functional departments: Corporate Performance, Infrastructure and Assets, Healthy Communities and Strategy and Growth led by General Managers.

All employees have a responsibility to act in accordance with the Code of Conduct and are expected to follow Council Values and Principles of Business Excellence (Appendix 1) in how they go about their duties at Mildura Rural City Council.

### 1. Organisational Relationships:

- 1.1 Supervisor
  - Library Team Leader Engagement
- 1.2 Direct Reports
  - Nil
- 1.3 Internal
  - Mildura Rural City Council staff
  - Libraries & Knowledge Hubs team
- 1.4 External
  - Customers

### 2. Position Objectives:

The officer will be responsible for:

- 2.1 To assist in providing an efficient and effective public library service to meet the needs of the community of the Mildura Rural City
- 2.2 Providing a rural outreach library service
- 2.3 Safely driving the vehicle to the various locations in a punctual and efficient manner
- 2.4 Engagement Services including library outreach, programs, and communications

### 3. Key Responsibilities and Duties:

- 3.1 **Customer Service**
  - 3.1.1 Provide customer service, including reference, enquiries, reader advising and development
  - 3.1.2 Perform circulation duties including shelving and shelf reading
  - 3.1.3 Create and maintain Library membership files
  - 3.1.4 Provide library duties at any service point
  - 3.1.5 Participate in the promotion of Library Services and programs
  - 3.1.6 Provide technology assistance
- 3.2 **Rural Outreach Services**
  - 3.2.1 Drive the library vehicle according to the specified schedule

- 3.2.2 Operate rural outreach services according to methods and procedures required by Libraries & Knowledge Hubs
- 3.2.3 Monitor performance of the vehicle and equipment, complete checks and report faults
- 3.2.4 Reporting for Rural Outreach service at staff meetings.
- 3.3 **Administration**
  - 3.3.1. Collect and collate statistics and customer comments.
- 3.4 **Engagement**
  - 3.4.1 Plan, deliver and evaluate Library programs for the Rural Outreach Service
  - 3.4.2 Liaise with and encourage community group engagement
  - 3.4.3 Assist with Library Engagement activities and programs - storytimes, holiday activities and specific programs for adults
- 3.5 **Collections and Technology**
  - 3.5.1 **Technical Services**
    - 3.5.1.1 Monitor and maintain Rural Outreach collections including: stock requests, refresh, rotate and deselection
  - 3.5.2 **Technology**
    - 3.5.2.1 Monitor and maintain Rural Outreach computer equipment and report outages and issues

#### **4. Accountability and Extent of Authority:**

- 4.1 The position is accountable in assisting to provide an effective and efficient library service within policies and procedures as directed.

#### **5. Judgement and Decision Making:**

- 5.1 Guidance and advice is always available within time to make a choice
- 5.2 Confidentiality is required at all levels of service within Mildura Rural City Council

#### **6. Specialist Skills and Knowledge:**

- 6.1 Excellent customer service
- 6.2 Ability to use and troubleshoot computer technology, Office software and the Internet
- 6.3 Knowledge of and some experience in the use of a Library Management System
- 6.4 Reader advising and development skills
- 6.5 Experience in the delivery of events and programs for all ages.

#### **7. Management Skills:**

- 7.1 Ability to work unsupervised
- 7.2 Ability to manage time, plan and organise own work within organisational requirements and deadlines

- 7.3 Ability to make day to day decisions within the scope of the key responsibilities of the position.

## **8. Interpersonal Skills:**

- 8.1 Excellent and efficient communication skills
- 8.2 Ability to gain cooperation and assistance from customers, other employees and members of the public in well defined activities.
- 8.3 Ability to work in a team environment.
- 8.4 Ability and willingness to undertake training

## **9. Qualifications and Experience:**

- 9.1 Experience working in a library environment
- 9.2 Experience working in the area of customer service
- 9.3 Experience in the provision of programs for all ages
- 9.4 Ability to use computer technology, Office software and the Internet
- 9.5 Current Australian Drivers Licence
- 9.6 Ability to obtain a valid Working with Children Check
- 9.7 Ability to obtain a valid National Police Check.

## **10. Physical Requirements:**

- 10.1 This position requires the incumbent to be able to undertake tasks that may involve heavy and light lifting, bending, kneeling, squatting, prolonged standing handling a variety of equipment and driving a vehicle.

## **11. Occupational Health & Safety Responsibilities:**

### **Employees will:**

- 11.1 Take reasonable care of his or her health and safety
- 11.2 Take reasonable care of the health and safety of persons who may be affected by their acts or omissions in the workplace
- 11.3 Cooperate with his or her employer with respect to any action taken to comply with the requirement imposed by or under the Act or Regulations
- 11.4 Work in a safe manner and adhere to all safe working procedures and practices
- 11.5 Encouraging others to work in a safe manner
- 11.6 Participate in a consultation process ensuring discussion, sharing and recording of relevant OH&S information
- 11.7 Report of all workplace injuries or incidents to your supervisor and complete the incident/injury report form at the time of the incident
- 11.8 Report or rectify any unsafe acts or conditions that come to their attention
- 11.9 Be responsible for the correct use and maintenance of appropriate safety clothing and personal protective equipment as required

- 11.10 Maintain security of site, plant and equipment
- 11.11 Participate in OH&S training and activities in a positive manner

## 12. Selection Criteria:

### Essential core competencies required:

- 12.1 Provide excellent customer service
- 12.2 Excellent time management and organisational skills
- 12.3 Ability to work unsupervised, independently and within a team environment
- 12.4 Experience in the delivery of programs for all ages
- 12.5 Excellent communication and interpersonal skills
- 12.6 Ability to use computer technology, Office software and the Internet
- 12.7 Hold a valid Working With Children Check, or the ability to obtain
- 12.8 Hold a current satisfactory Police Check or willing to obtain one prior to employment
- 12.9 Current Drivers Licence.

## Acceptance of Position Description:

I have read and agree that this job description reflects the core duties and responsibilities of my position.

Signed:.....

Date:.....

**Reviewed by:** .....

**Date:** .....

**Endorsed by Manager:** .....

**Date:** .....

**Endorsed by Human Resources:** .....

**Date:** .....

## Appendix 1:

Employees of Mildura Rural City Council were involved in the development of a core set of five values to support the Principles of Business Excellence. This position will be following the values and principles in the operation of the Healthy Communities Department.

### Mildura Rural City Council's Values

#### RESPECT

We will be respectful towards others and value differences.

#### HONESTY

We will be ethical and open.

#### INTEGRITY

We will be reliable and trustworthy in all that we do.

#### TRANSPARENCY

We will be objective and fair in our communications and decisions.

#### ACCOUNTABILITY

We will be consistent and responsible for our actions.

### Mildura Rural City Council's "Principles of Excellence"

#### PRINCIPLE 1: LEADERSHIP

Clear direction and mutually agreed plans enable organisational alignment and a focus on the achievement of goals.

#### PRINCIPLE 2: CUSTOMERS

Understanding what customers and other stakeholders value, now and in the future, enables organisational direction, strategy and action.

#### PRINCIPLE 3: SYSTEMS THINKING

All people work in a system. Outcomes are improved when people work on the system and its associated processes.

#### PRINCIPLE 4: PEOPLE

Engaging people's enthusiasm, resourcefulness and participation improves organisational performance.

#### PRINCIPLE 5: CONTINUOUS IMPROVEMENT

Innovation and learning influence the agility and responsiveness of the organisation.

#### PRINCIPLE 6: INFORMATION AND KNOWLEDGE

Effective use of the facts, data and knowledge leads to improved decisions.

#### PRINCIPLE 7: VARIATION

Variation impacts predictability, profitability and performance.

#### PRINCIPLE 8: CORPORATE AND SOCIAL RESPONSIBILITY

Sustainable performance is determined by an organisation's ability to deliver value for all stakeholders in an ethically, socially and environmentally responsible manner.

#### PRINCIPLE 9: SUSTAINABLE RESULTS

Leaders determine the culture and value system of the organisation through their decisions and behaviour.