

POSITION DESCRIPTION/SPECIFICATION

1. POSITION IDENTIFICATION

Title	Library Community Outreach Officer	Level	5
Business Unit	Community Development and Library Services	Position Number	00529, 001713, 001719
Directorate	Planning and Community Development	Date Established	June 2006
Reporting to	Team Leader Library Programs and Events	Date Updated	May 2024

2. KEY OBJECTIVES

- Identify, understand, and assist in the promotion of the Library Service to generate a broader community awareness and understanding of services, functions and programs through engagement and outreach opportunities.
- Develop and maintain strong networks with internal and external stakeholders and the wider community to contribute to the positive development of library services programs.
- Maintain and develop the City's Community Directory.
- Administer the Libraries volunteer workforce and deliver information sessions.
- Undertake administrative and financial responsibilities.
- Provide positive internal and external customer service.
- Promote a safe work environment.

3. KEY ACCOUNTABILITIES

- Undertake activities in accordance with the City's Strategic Community Plan and Community Development and Library Services Business Unit Plan.
- Duties are undertaken efficiently, effectively, within agreed timeframes and with rigor applied in all circumstances.
- Correspondence and other written material is of a high standard and is accurate, error free, and in accordance with the City's writing guidelines.
- Ensure prompt and accurate capture of corporate information and documentation in accordance with the City's record keeping system and associated policies, protocols, and practices.
- Ensure all financial activities are undertaken in accordance with the City's purchasing protocols and practices.
- Ensure delivery of a high standard of customer service to internal and external customers in accordance with the City's Customer Service Charter and relevant protocols and procedures.
- Comply with WHS legislation, City protocols, procedures, and other WHS related requirements, and actively support the City's safety systems.

KEY ACTIVITIES

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<p>Outcome: Library and Community Outreach, Partnerships and Promotion</p> <ul style="list-style-type: none">• Under the direction of the Team Leader Library Programs and Events, develop, implement, and evaluate a schedule of approved in-reach and outreach experiences and opportunities including the Discovery Outbound program that align with the Community Development and Library Services business unit plan.• Develop and maintain strong networks with internal and external stakeholders and the wider community to contribute to the positive development of the Library service and its programs.• Review organisational and business unit plans and strategies to identify outreach and program opportunities that will inform and support the community.• Review, analyse and develop outreach initiatives to create engaging content and promotional/ display materials that supports a modern, progressive Library Service ensure relevancy to the community and its members.• Exercise duty of care, ensuring that safe working conditions and practices are always in place for the safety of employees and to minimise risk to the public.• Co-ordinate outreach opportunities at City and community managed and sponsored events including yet not limited to Little Feet Festival, Joondalup Festival, ECU open day, School expos, external programs.• Facilitate the planning, rostering, setup, and pack down of the Library Showcase at internal and external events.• Perform other duties as requested within the scope of this level and in accordance with skills, knowledge, and experience. <p>Outcome: Community Directory</p> <ul style="list-style-type: none">• Maintain and update the City's Community Directory to reflect accurate and current information from local community groups, schools, and not-for profit organisations within the City of Joondalup.• Actively participate in the future developments of the Directory and its purpose to the community, visitors, and local business. <p>Outcome: Volunteer and Staff Management</p> <ul style="list-style-type: none">• Coordinate and develop library volunteers through efficient record keeping and onboarding to ensure compliance and standards are upheld.• Schedule volunteer celebrations and promote the benefits of volunteering through information sessions and promotional opportunities.• Liaise with Human Resources and other Business Units who engage volunteers to ensure best practice and knowledge sharing is undertaken.• Coordinate staffing at outreach events from the libraries' permanent and casual workforce. <p>Outcome: Administration</p> <ul style="list-style-type: none">• Develop and maintain accurate community outreach records, documentation, calendar of events and resources fit for purpose to ensure planning and execution of events and outreach opportunities are well developed and professional.• Proactively identify funding and grant opportunities and assist with the preparation of submissions for new and innovative programs.• Proactively undertake outreach and community program reviews, monitoring and analysis and provide written reports and recommendations to the Team Leader Library Programs and Events.

- Provide input into the development of plans and strategies relating to the Community Development and Library Services Business Unit and assist with the delivery of relevant outcomes relating to Library outreach and community programs.
- Ensure detailed, timely and accurate information is provided to inform monthly and annual reporting requirements.
- Deliver accurate and timely financial tasks through the provision of supplier quotes, purchase order requisitions and invoice payments, record keeping and tracking.
- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge, and experience.

4. WORK RELATED REQUIREMENTS

Essential Skills, Knowledge, Experience and Qualifications:

High level skills in the following areas:

- Written and verbal communication and interpersonal skills.
- Promotional and public relations skills with the ability to liaise and build positive relationships with internal and external stakeholders.
- Organisational and time management skills.
- Networking and consultation skills.
- Computer and digital literacy particularly with Microsoft Office.

Knowledge:

- Sound knowledge of community education/outreach practices and principles.
- Knowledge of promotion and marketing concepts.
- Knowledge of Libraries and Local Government.
- Knowledge of Occupational Safety and Health principles.

Experience:

- Experience working in a similar role and environment.
- Experience building and maintaining collaborative relationships.
- Developing and implementing marketing and promotions information and material.

Qualifications / Clearances:

- Tertiary qualification or experience in libraries and community development, marketing, or public relations.
- Current WA 'C' Class Drivers Licence.
- Current satisfactory Working with Children Check (WWCC) or appointment to position will be subject to evidence of application for WWCC, either prior to or on commencement, and attainment of satisfactory WWCC.

5. EXTENT OF AUTHORITY

- Freedom to act governed by clear objectives and or budget constraints.
- Responsible for setting own work outcomes and developing work methods.
- Solutions to problems generally found in precedents, guidelines, or instructions. Assistance usually available.

- May be required to exercise judgment and/or contribute critical knowledge and skills where procedures are not clearly defined.

6. **WORKING RELATIONSHIPS**

Level of Supervision:

- Works under general direction.

Supervision of Others

- Indirect supervision of employee and casual officers and volunteers.

Internal:

- Community Development and Library Services business unit
- All other relevant business units
- Other city officers who manage volunteers and events

External:

- Residents and ratepayers
- Library Members
- Joondalup Learning Precinct (ECU, Police Academy, TAFE)
- Community groups
- Local schools
- Other local governments

7. **POSITION DIMENSIONS**

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION	0
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