

POSITION DESCRIPTION

NAME:**POSITION:** Coordinator Programs & Engagement**CLASSIFICATION:** Band 5**APPOINTMENT:** Permanent Full Time**REPORTS TO:** Branch Manager/Senior Manager**DATE APPROVED:** February 2023

ORGANISATIONAL VALUES

Our RISE values set the expectations for all interactions we have with each other and the community; they guide our decision making and influence our culture.

Respect. I promote connection and fairness. I treat others the way I would like to be treated. I build effective and productive relationships, communicate positively, and seek to understand the interests and perspectives of others.

Integrity. I act with honesty and trust. I do the right thing even when no-one is watching. I take responsibility for my actions, act with integrity, and am trusted to do what I say I am going to do.

Service. I am community focussed, accessibly, valued by customers and colleagues. I am committed to a high-quality service for our internal team members and external customers. I actively listen, seek to understand, anticipate, and respond to all customer requirements. I create an environment that is inviting to everyone and encourages interaction.

Empower. I am supportive, innovative, and inclusive of diversity and thought. I continuously learn, am agile and willing to consider change. I encourage collaborative communication and active participation, the sharing of ideas and empower others to contribute. I demonstrate adaptability and flexibility to find solutions to support our community and consider different perspectives to create process improvements leading to innovation.

POSITION OBJECTIVES

To develop, promote and implement services and programs to ensure the library is a vital cultural hub in the community.

KEY RESPONSIBILITIES

Commitment to and provision of excellent programs and events through:

- Effectively liaising with community groups, educational institutions, key stakeholders and the wider community.
- Planning, coordinating and evaluating library programs and events in collaboration with branch staff.
- Delivering programs in branch and at other library service points including outreach as required.
- Contributing to marketing to support library events and programs.

Commitment to and provision of excellent library services through:

- Performing a range of library operations that support customers in a self-serve environment based on high level knowledge of library products and services, including circulation and collection maintenance duties.
- Responding to a wide range of customer information and reference needs and requests by utilising the library collections, products and services.
- Planning and delivering a diverse range of training to the public and staff.

Contribute to the planning and achievement of branch and regional objectives through:

- Demonstrating leadership in the branch and within the Coordinators regional teams.
- Actively participating in planning and staff meetings.
- Attending relevant forums, meetings and training.
- Increasing community participation at their branch and across the library service.
- Contributing to the role of the library as a place for reading, learning and community.
- Taking responsibility for own professional development and demonstrating a commitment to ongoing learning across all areas of responsibility.
- Completing all requires compulsory compliance training and refresher training sessions.

Responsibilities and duties included in this Position Description are subject to the Multi skilling provisions of the Yarra Plenty Regional Library Enterprise Agreement.

ORGANISATIONAL RELATIONSHIPS

Reports to: Branch Manager/Senior Manager

Internal Liaisons: All Staff

External Liaisons: Library customers
Community groups and organisations, local businesses
Schools and institutions
Member Council departments

ORGANISATIONAL CONTEXT

Branch Libraries are the delivery point for library services and form important partnerships with local community groups, organisations, schools, and work with Member Councils to provide collections, programs and services to achieve the library's vision of informed, connected, inclusive communities.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The Coordinator Programs & Engagement is accountable for advising the Branch Manager/Senior Manager on the provision of effective programs and activities to further the strategic objectives of the branch. The position is required to work in a collegiate way with branch staff, YPRL Coordinators and the Public Participation Department to initiate, develop, implement and evaluate programs and activities. The position is required to develop partnerships with community groups under the guidance of the Branch Manager/Senior Manager.

JUDGEMENT AND DECISION MAKING

The Coordinator Programs & Engagement follows established guidelines and protocols for developing and organising programs and events. It is expected that the position will resolve problems within the Library's guidelines and drawing on past experience.

SPECIALIST SKILLS AND KNOWLEDGE

The Coordinator Programs & Engagement will have demonstrated skills and experience in developing, implementing and coordinating quality library programs. The position requires event planning experience and the ability to provide an education and support resource to branch staff to assist them in this area.

The position requires proficiency in maintaining, troubleshooting and operating library technical equipment; an awareness of current IT trends and the ability to acquire new skills to keep up with emerging technology; and proficiency in the use of applications. Reference and information service skills are also required.

The position requires a good understanding of event management and marketing of branch programs.

MANAGEMENT SKILLS

The Coordinator Programs & Engagement requires skills in managing time, setting priorities and planning and organising one's own work and, in appropriate circumstances, that of other employees, to achieve specific and set objectives efficiently and within a set timetable. The position requires an understanding and ability to implement personnel practices including those relating to EEO, OH&S and employee's training and development.

INTERPERSONAL SKILLS

The Coordinator Programs & Engagement requires the ability to gain co-operation and assistance from customers, members of the public and other employees in providing library services, programs, events and activities; and to write reports on programs and activities.

QUALIFICATIONS AND EXPERIENCE

A degree or diploma is required, or continuing progress towards same; or lesser formal qualifications with relevant work skills and experience.

RISK MANAGEMENT

This position must:

Report identified hazards that may pose a risk to employees or the public, and/or may give rise to an insurance claim. Inspections should take into consideration the risk for safety, security, vandalism, burglary/theft and fire/arson.

OCCUPATIONAL HEALTH & SAFETY AND EQUAL OPPORTUNITY RESPONSIBILITIES

All employees are required to:

Comply with all OH&S policies, procedures and requirements and take reasonable care to protect their own health and safety and the health and safety of others in the workplace. All employees are required to immediately report any incidents, hazards or near misses to the relevant supervisor and actively participate in hazard elimination where requires.

Comply with Equal opportunity, Bullying and Workplace Violence Prevention, and Sexual Harassment Prevention policies, procedures and requirements and undertake work and activities in a manner that ensures the workplace is free from harassment, bullying behaviour and discrimination.

Comply with the employee Code of Conduct.

SELECTION CRITERIA

- A degree or graduate diploma in a relevant discipline OR less formal qualifications and proven experience in event planning and delivery.
- Proven ability to build productive partnerships and work with people of all ages from diverse social and cultural backgrounds.
- Demonstrated ability to initiate, develop and manage programs, events and / or projects, preferably in a library setting; Awareness of current library programming trends including STEAM and literacy.
- Proficiency with technology and the ability to acquire new skills to keep up with emerging technologies and applications.
- Demonstrated knowledge and confidence in computer skills (Microsoft Office), internet, email and social media
- Excellent customer service and communication skills.
- Proficiency in the use of library technical equipment and applications.
- Current Victorian drivers' licence.
- Provision and maintenance of clear Working with Children and Police checks.

INHERENT REQUIREMENTS OF THE POSITION

The position includes a significant component of office desk and keyboard based duties.

Task	Performed Often (5+ times in one shift or sustained for 30 minutes)	Performed Sometimes (Less than 5 times in one shift)	Never / Rarely Performed
Passive			
Keyboard duties	✓		
Reading Task	✓		
Writing tasks	✓		
Telephone duties (incoming and outgoing calls)	✓		
Sitting (extended periods)	✓		
Walking / Standing (brief periods)	✓		
Walking / Standing (extended periods)	✓		
Climbing stairs			✓
Driving a car			✓
Manual Handling			
Lifting / carrying < 20kg		✓	
Lifting / carrying > 20kg			✓
Pushing / Pulling trolleys		✓	
Bending, squatting or reaching		✓	
Repetitive arm / wrist movements	✓		
Bending or twisting spine		✓	
Looking up/down	✓		
Reaching forwards or sideways	✓		
Gripping or grabbing		✓	
Sensory			
Fine Hand Coordination	✓		
Hearing – hold direct conversation	✓		
Hearing – telephone	✓		
Visual – read materials and signage	✓		
Emotional			
Exposure to challenging conversations and behaviours		✓	
Dealing with grief and loss			✓
Communicating with elderly patrons		✓	
Communicating with Non-English speaking persons		✓	
Providing empathy and support		✓	

Note: This table is not an exhaustive of all the job factors, however forms a basic capability guide to the activities required to undertake the role.

I have read the Position Description for the **Coordinator Programs and Engagement**. I understand and agree to all requirements within.

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Signature

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Date