

POSITION DESCRIPTION

NAME:

POSITION: Outreach Services Coordinator

CLASSIFICATION: Band 5

APPOINTMENT:

LOCATION: Ivanhoe Library and Cultural Hub & Library Support Services

REPORTS TO: Outreach Services Manager

DATE APPROVED: August 2025

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, accessible, 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

- Coordinate and deliver engaging outreach programs and services that foster community inclusion, lifelong learning, and membership growth, with a focus on promoting digital inclusion and self-service through online library resources
- Build partnerships with local organisations, schools, community groups, and culturally diverse communities to increase awareness and access to library services.
- Undertake duties of the Senior Officer, Outreach Services during periods of absence or leave, including safe operation of the Outreach Van (internally modified, long wheelbase Mercedes Sprinter – Victorian Driver's Licence required).

- Contribute to the planning, development, delivery and evaluation of programs and services that support the strategic objectives of the Organisation.
- Work collaboratively with branch staff to support frontline services including desk shifts and delivery of programs (e.g. Storytime) as needed.
- Coordinate and undertake the provision of home-based Outreach Library Services to residents and community-based organisations or institutions within the region.
- Serve as an ambassador for the library service in external environments and promote equitable, accessible, and innovative library services.

KEY RESPONSIBILITIES

Commitment to and provision of excellent services and activities through:

- Plan, organise, deliver, and evaluate library outreach services and programs, tailored to the needs and interests of targeted communities.
- Build relationships with community stakeholders to identify needs, form partnerships, and collaboratively deliver outreach programs that increase engagement and support membership growth.
- Assist with coordinating outreach services and activities at community locations including aged care facilities, schools, community centres, and at community festivals.
- Periodically drive and operate the Outreach Van, ensuring its maintenance, presentation, and compliance with safety standards as needed.
- Provide customer service to diverse community members, offering support, information, and referrals both in branch and at outreach service points.
- Champion digital inclusion and literacy by facilitating technology help sessions and promoting digital resources.
- Collect data to evaluate the performance and impact of programs and prepare reports and recommendations on service improvements.
- Periodically supervise and train volunteers or casual staff as needed in outreach activities.
- Attend and contribute to team meetings, professional development and cross-team work within Library Services.

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: Outreach Services Manager

Internal Liaisons: Volunteers Coordinator,
Senior Officer, Outreach Services,
Programs Coordinator,
Ivanhoe Library Branch Manager,
Coordinators, Programs and Engagement, and
All Staff

External Liaisons: Library customers
Home Library Service Volunteers and participants
Community groups and organisations, local businesses
Schools and institutions

ORGANISATIONAL CONTEXT

Branch Libraries and outreach points 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

- Responsible for day-to-day delivery of assigned outreach programs and allocated tasks.
- Works under general direction within established policies, procedures and guidelines, and exercises discretion in program adaptation and stakeholder engagement.
- Recommends procedures and service improvements for outreach operations.
- Represents the library service at external events and community forums.

JUDGEMENT AND DECISION MAKING

The Outreach Services Coordinator 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 knowledge and experience.

Guidance and advice is usually available from the Outreach Services Manager within the time to make a choice.

SPECIALIST SKILLS AND KNOWLEDGE

Knowledge of public library operations, outreach and community engagement practices including home library and mobile library services.

Demonstrated experience in planning, delivering and evaluating programs and events for diverse audiences.

Strong digital literacy and technology troubleshooting skills.

Understanding of the unique barriers faced by vulnerable, elderly, CALD or remote communities.

Ability to create inclusive, accessible and engaging environments for all users.

MANAGEMENT SKILLS

The Outreach Services Coordinator 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. Also must have capacity to supervise or support staff or volunteers in a positive manner.

Support the Outreach Services Manager by assisting in reviewing the delivery of current services and programs, identifying opportunities to enhance efficiency and effectiveness.

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 Outreach Services Coordinator 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.

They must have excellent verbal and written communication skills, including public speaking, group facilitation and report writing to write reports on programs and activities.

They need to have the ability to build rapport with people from all backgrounds and ages, including children, seniors, and culturally/linguistically diverse community members.

They must have the ability to develop and sustain productive relationships with external stakeholders and offer exemplary customer service and conflict resolution skills as well as a positive approach to handling multiple priorities and dual reporting lines.

QUALIFICATIONS AND EXPERIENCE

Diploma or Degree in Library & Information Services, Community Engagement, Education or a related field, or equivalent professional experience.

Victorian Driver's Licence (mandatory for Outreach Van operation).

Experience in library program delivery, outreach services, or a related community-focused role.

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

1. Demonstrated experience in developing, organising, delivering, and evaluating library outreach services and programs—including mobile and home library services—that meet the needs of targeted community groups such as CALD populations, seniors, and youth.
2. Proven ability to provide high-quality, responsive customer service in a library setting to individuals from diverse backgrounds and ages. Strong skills in information provision, referral, and support for library customers both onsite and in outreach environments.
3. Demonstrated competency with a range of digital technologies and devices. Capacity to champion digital inclusion, facilitate technology help sessions, and promote digital resources, particularly in a library or outreach context.
4. Demonstrated ability to proactively engage with local organisations, schools, community groups, and Council partners to build sustainable partnerships that increase library membership, programming participation, and awareness of library services.
5. Strong organisational skills with a proven capacity to manage multiple outreach activities, coordinate volunteers or casual staff, operate and maintain a library outreach van, and ensure compliance with safety, operational, and reporting requirements associated with mobile library delivery.
6. Relevant qualifications and demonstrated understanding of library operations.
7. Working with children's check, police check, current Victorian Driver's Licence, access to reliable transport and ability to drive a long wheelbase van confidently.

INHERENT REQUIREMENTS OF THE POSITION

The position includes a significant component of office desk, and keyboard-based duties. When driving the Outreach Vehicle, the position includes a significant component of physical capabilities and competent driving

| 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 **Coordinator Outreach**. I understand and agree to all requirements within.

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Signature

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Date