

POSITION REQUIREMENTS

NAME:

POSITION: Outreach Services Manager

CLASSIFICATION: Band 6

APPOINTMENT: Permanent Full-time

DEPARTMENT: Public Participation

DATE APPROVED: October 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

The Outreach Services Manager provides strategic leadership to ensure the delivery of high-quality library services across outreach service points, driving operational excellence and empowering staff to build informed, connected and inclusive communities

KEY RESPONSIBILITY AREAS

Service Delivery and Customer Focus

- Ensure the delivery of high-quality customer service across all outreach service points in line with organisational policies, procedures and service standards.
- Contribute to meeting measurement outcomes and KPIs that align with the Library Plan.
- Oversight of compliance with all relevant heavy vehicle legislation and regulations governing YPRL operations.
- Manage the resolution of complex customer service issues to a high standard.
- Provide strategic input into the management and development of Outreach services aimed at reducing barriers in access to library services, resources and programs.
- Identify opportunities to develop outreach services aimed at improving access to library services, resources and programs, particularly for the underserved and socially isolated communities.
- Provide guidance to the organisation on practical methods to engage hard to reach community groups and develop appropriate outcome measurements.
- Ensure the development, delivery and evaluation of a range of core programs and services at hubs and outreach points.

Operations

- Oversee the effective and efficient operation of outreach service points, including service delivery, programs, infrastructure standards and delegated operational compliance
- Ensure effective resource management in all hubs and outreach service points including managing relevant budgets.
- Ensure curated collections continue to meet community needs in outreach service points and Mobile Libraries.
- Provide oversight of the Mobile Library fleet to ensure safe, reliable and high-quality operations, with maintenance and compliance managed through delegated roles and reporting.

Leadership and Staffing Resources

- Lead the selection, development and performance of staff and volunteers to build a skilled, engaged workforce across hubs and outreach service points.
- Provide a work environment to enable staff to develop job competencies and achieve professional goals.
- Drive change initiatives, ensuring staff adapt effectively and maintain a constructive, solutions-focused mindset.
- Provide strategic direction to ensure staff understand, align with, and actively deliver on the Library Plan and organisational priorities.

Planning

- Develop relationships with local community organisations and groups, aged care facilities and individuals to promote the use of the hubs and outreach service points.
- Responsible for developing productive relationships with relevant Member Council departments.

- Contribute to Branch Managers and other relevant forums through contribution to library policy development and overall library management.

General Responsibilities and accountabilities

- Responsible for identifying issues that impact on service delivery at the outreach service points and providing recommendations to address such issues.
- 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: Executive Manager, Public Participation

Supervises: Mobile Library Officers
Outreach Services Coordinator
Senior Officer, Outreach Services
Click and Collect Hub staff
Customer Service Officers

Internal contacts: Branch Managers
Engagement team
All staff

External contacts: Community groups and agencies
Member Council departments
Educational institutions
Other library services

ORGANISATIONAL CONTEXT

The Outreach Services Manager is responsible for ensuring and maintaining a high standard of service delivery to Library Service customers in hubs and outreach service points through the effective leadership of staff and daily management of the operations. Hubs and outreach service points are important service points for engaging with local community groups, organisations, and, schools. This role works with Member Council departments to provide collections, programs and services to achieve the library's vision of informed, connected, inclusive communities.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The Outreach Services Manager is accountable for:

- the efficient and effective management of the hubs and outreach service points.
- ensuring quality customer service for all library users in accordance with Customer Service Guidelines and policies.
- ensuring the infrastructure is safe and secure for staff and customers and that its presentation is of a high quality and reflects the designated guidelines as to its look and feel.

The Outreach Services Manager has the authority to:

- represent the library and make decisions at relevant meetings.
- liaise with Council officers in relation to maintenance and programs and services.

The Outreach Services Manager has formal input into policy development and the freedom to act which is set by clear objectives, budgets and guidelines.

JUDGEMENT AND DECISION MAKING

The Outreach Services Manager is able to make decisions based on previous knowledge and experience.

The Outreach Services Manager implements and monitors established guidelines and protocols for outreach service point operations and for developing and organising library programs and events.

Guidance and advice is usually available from the Senior Manager, Operations or the Executive Manager Public Participation within time to make a choice.

SPECIALIST SKILLS AND KNOWLEDGE

This position requires a sound understanding of public library provision in an increasingly online environment and a demonstrated knowledge of collection management and reference services, principles of customer service and its role in providing services to match the needs of diverse communities, and experience in managing budgets.

MANAGEMENT SKILLS

This position requires well-developed management skills including workplace management, project management, leadership, goal setting, team building, staff assessment, training needs assessment, performance management, counselling and coaching in relation to contribution to performance goals and individual development.

The Outreach Services Manager is required to:

- contribute to change management to support the strategic direction of Library Services and maintain and analyse statistical information.
- Demonstrate ability to set priorities, coordinate resources and manage time effectively to achieve objectives within a set timeframe and within budget.
- Effectively manage competing demands and priorities.
- Manage staff effectively ensuring a safe workplace is maintained.
- Exercise knowledge of and commitment to the principles of Equal Employment Opportunity and Occupational Health and Safety and development of staff.

INTERPERSONAL SKILLS

The Outreach Services Manager requires well-developed interpersonal skills and the ability to gain co-operation and assistance from others.

- Good oral and written communication skills.
- Ability to exercise initiative and use independent judgement.

- Demonstrated commitment to excellent customer service outcomes.
- Support for the achievement of team objectives before individual goals.
- Capacity to develop and maintain positive and effective relationships and partnerships with library members and a wide range of community groups and other stakeholders.
- Ability to lead, motivate and develop staff with persuasion and influencing skills.
- Skilled at handling challenging conversations with clarity and professionalism, maintaining trust and positive working relationships with staff while addressing performance or behavioural issues directly and constructively.
- Ability to build productive networks and establish and maintain relationships with people at all levels is essential.

QUALIFICATIONS AND EXPERIENCE

- A degree in library and information management or appropriate qualifications together with relevant experience.
- Eligibility for Associate or Library Technician membership of the Australian Library and Information Association desirable.
- Management qualifications desirable.
- Demonstrated successful experience in libraries is highly desirable.

RISK MANAGEMENT

This position must:

- Be familiar with the application of the Library's Risk Management Policy and Strategy and accountable for monitoring adherence, review and implementation of the policy.
- Contribute to the development, implementation and monitoring of the Internal Audit Plan.
- Apply sound risk management and minimisation practices and strategies.
- 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 in library and information management or appropriate qualifications together with relevant experience.
- Demonstrated successful experience in a library environment.
- Ability to provide strategic advice in the development and operations of outreach library services.
- Proven liaison, advocacy and communication skills with the capacity to develop and maintain positive and effective relationships and partnerships with library members and a wide range of community groups.
- The ability to lead, motivate and develop staff with persuasion and influencing skills.
- The ability to build productive networks and establish and maintain relationships with people at all levels .
- Current Victorian drivers' licence and requirement to provide own transport.
- Provision and maintenance of satisfactory National Police Record and Working with Children Check.

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 **Outreach Services Manager**. I understand and agree to all requirements within.

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Signature

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Date