

POSITION DESCRIPTION

POSITION: Housebound Library Service Officer	REPORTS TO: Service Leader Libraries	
DIRECTORATE: City Planning and Community	GROUP: Events, Sports and Cultural Services	
SECTION: Libraries	GRADE: E	DATE: April 2024
POSITION NUMBER(S): 758	Indoor	Permanent Full-Time

OUR VISION

“Committed to the Pursuit of Excellence”

OUR VALUES

- ✓ CUSTOMER CENTRIC *Our customers are at the heart of everything we do*
- ✓ ACCOUNTABILITY *We are transparent and responsible in all that we do*
- ✓ INNOVATION *We deliver excellence in our services through innovation*
- ✓ COLLABORATION *We work together to seek solutions both internally and externally*
- ✓ EMPOWERMENT *We support our people and provide them the scope to deliver outcomes.*

POSITION OBJECTIVES

- To provide support to the leadership team of the City of Coffs Harbour (the “City”) in establishing a high-performance organisation through the development of its people and processes.
- Coordinate the housebound library service and supervise staff and volunteers as required.
- To provide customer, circulation, and information services to Library customers at any location as rostered.
- To support the Cultural Services public programs and outreach activities as required.

The Housebound Library Service Officer position sits within the Cultural Services team, and specifically within the library service. The Cultural Services team is part of the Events, Sports and Cultural Services Group within the City Planning and Community Division. The Section supports the delivery of a variety of cultural programs, venues and services with the aim of meeting the 2030 Community Strategic Plan outcomes of an engaged, connected, enriched, learning, safe, sustainable, healthy and inclusive community.

KEY ACCOUNTABILITIES

Work Health & Safety (WHS)

Contribute to a safe working environment by:

- Demonstrating safe work place practices and behaviours and encouraging others to do the same.
- Reporting all incidents, near misses and hazards in accordance with the City's processes.
- Taking reasonable care for own health and safety and the health and safety of others in the workplace.
- Participate and contribute in WHS training and consultation as required and be supportive of the implementation and development of safe work practices.
- Compliance at all times with statutory and regulatory requirements and Australian Standards.

Customer Service

Promote a positive and professional image of the City through:

- Creating and maintaining good relationships with the Community and our stakeholder customers.
- Taking the time to understand the needs of customers and their expectations.
- Provision of clear, accurate and timely technical and general advice to Council, management, stakeholders and clients.
- Following up on both positive and negative feedback received.
- Considering customer service in all aspects of their duties.
- Continuously looking for ways to improve the level of customer service you deliver.

Community Engagement

Committed to active and appropriate engagement processes guided by the principles of:

- Informing – Giving information to the community where instructed.
- Consulting – Obtaining community feedback when requested.
- Involvement – Engaging directly with the community as directed.
- Partnership – Partnering with the community to create solutions.
- Enabling – Placing final decision making in the hands of the community and City of Coffs Harbour management

Learning and Development (L&D)

Support the City of Coffs Harbour as a high performance organisation by:

- Participating in strategic learning and development initiatives.
- Undertake and participate in L&D initiatives that directly enhance and/or improve individual performance and contribute to the City's effectiveness.
- Take individual responsibility for own learning and engage in professional development.

- Participate in learning and development activities in accordance with the City's Training plan.
- Work collaboratively with the other staff to identify training needs and appropriate solutions.

Sustainability

- Consider the interconnections between economy, society and environment and ensure sustainability.
- Incorporate the City's Sustainability Policy and Climate Change Policy into daily operations whilst applying appropriate environmental laws and the management of cultural diversity in controlling the risk of serious or irreversible impacts on the environment, society and heritage values.

Continuous Improvement

- Supporting staff and the leadership team in the implementation of new and improved business processes.
- Support organisational initiatives including business and cultural change programs that progress the organisation towards the desired state.

Organisation Support

- Support the leadership and management by:
 - Embracing the organisations vision and values, so that they are demonstrated through behaviours, actions and attitudes
 - Ensuring that the Code of Conduct and Fraud and Corruption policies are followed at all times
 - Provide valued team contribution by application of performance and behaviours consistent with a local government environment, experience and industry knowledge in the application of skills and expertise

KEY RESPONSIBILITIES

- Coordinate the Housebound Library Service (HLS), including registration, stock selection, packing and delivery.
- Coordinate HLS volunteers, including supervision and HLS specific training.
- Promote suitable new resource formats to HLS customers, including digital alternatives.
- Provide advice on needs of HLS customers, including recommendations on service delivery changes to meet these needs.
- Evaluate and report on HLS program delivery, including statistical measures and assess their performance in delivering of identified outcomes for the community.
- Provide customer service, including library circulation and reference services, to Library customers at any location as rostered.
- Support identified strategies to link the City's libraries, visual arts and museum facilities into a cohesive hub of cultural and community development.
- Support the Cultural Services customer services, public programs and outreach activities as required.
- Other duties as directed by the Service Leader Libraries.

KEY RELATIONSHIPS

- Service Leader Libraries
- Coordinator Library Visitor Experience
- Programs Facilitator – Libraries
- HLS Volunteers
- HLS Customers
- Library staff
- Cultural Services Operations team
- Cultural Development and Programs Team members
- Team Leader Cultural Services
- Library/YAM Customers
- External partners and providers.

QUALIFICATIONS/LICENCES/EXPERIENCE

Essential

- Diploma in Library and Information Services or equivalent.
- Demonstrated relevant experience managing a similar service
- Current C Class drivers licence
- Current NSW Working with Children Check.

COMPETENCIES

Knowledge and Capabilities

- Demonstrated interpersonal and communication skills, both oral and written, and in using the online environment as a communication medium.
- Demonstrated high-level customer service skills.
- Demonstrated high-level organisational skills.
- Demonstrated online database and internet search skills.
- Demonstrated effective interview skills, and experience in handling customer information enquiries.
- Demonstrated knowledge of library management systems (LMS), and Microsoft Office programs and Outlook.
- Developed understanding of cultural diversity, disability, and ageing issues in delivering services and the needs of customers who may be housebound.
- Demonstrated ability to deliver one-one-one training in use of digital technologies.

Position Demands Analysis

Housebound Library Service Officer

EXPOSURE RATING TABLE			
No exposure	Low Exposure	Medium Exposure	High Exposure
0 hrs daily	0-2 hrs daily	2-4 hrs daily	4-8 hrs daily
0	1	2	3

PHYSICAL REQUIREMENTS					
Sedentary work lifting 0-4.5kg	2	Elevating arms above shoulder height	1	Climbing to access / exit excavations	0
Light work lifting 4.5-9.1kg	1	Extend arms for reaching	1	Kneeling for extended periods	1
Medium work lifting 9.1-22.7kg	0	Sitting for extended periods	2	Crawling	0
Heavy work lifting 22.7-45.5kg	0	Standing for extended periods	2	Balancing	0
Very Heavy work lifting >45.5kg	0	Walking for extended periods	2	Hearing above background noise	0
Repetitive Lifting	1	Walking on uneven ground	0	Depth perception	0
Pulling Loads > 5kg	1	Frequent bending / stooping	1	Colour vision	0
Pushing loads > 5kg	1	Shovelling / digging	0	Fine manipulation	0
Lifting with trunk twisting	1	Throwing	0		

USE OF PERSONAL PROTECTIVE EQUIPMENT					
Safety boots / shoes	0	Dust Mask / Respirator	0	Reflective vest	0
Hard hat	0	Protective eyewear	0	Breathing Apparatus (BA)	0
Ear plugs / muffs	0	Gloves	0		

EXPOSURES					
CHEMICALS		CHEMICAL NAME/TYPE		BIOLOGICAL	
Dusts	1			Odours	0
Liquids	0			Mists / Fumes	0
Herbicide spraying	0			Possible exposure to sharps	0
Pesticide spraying	0			Possible exposure to Tetanus	0
Gases / Vapours	0			Possible exposure to Hepatitis A, B, C	0
Working with solvents	0			Possible exposure to blood / bodily fluids	0

PHYSICAL/PSYCHOLOGICAL					
Inside work	3	Working near machinery	0	Slippery surfaces	0
Outside work	0	Operating machinery	0	Low light areas	0
Confined spaces	0	Vibration	0	Shift work	0
Working alone	0	Working at heights	0	Use of computer for screen based activities	3
Working with hot substances	0	High Temperatures > 38 degrees	0	Prolonged Driving (periods > 2hrs)	1
Working with cold substances	0	Low Temps < 3 degrees	0	Violence / aggression from customers	1
Noisy work areas	0	Fatigue	0		