



Position Title **Casual Yarra Ranges Flexi Service Drivers - Literacy (FSDL)**

Classification Band 4 Level D

Date July 2019

1. The Position

Casual Yarra Ranges Flexi Service Drivers – Literacy (FSDL) set the stage for lifelong learning and the love of reading for both children and their parents by providing a range of supported library services to child care centres, playgroups, festivals, events or other managed facilities with the Yarra Ranges.

The Corporation will invest in both induction, and on-going, training to ensure its FSDL can deliver excellent customer service in an environment that offers diverse services.

- a) Ensure that visitors to our Flexi Service receive a positive and rewarding customer service experience.
- b) Have a high level of knowledge of library products and services including circulation, collections (information) and community programs.
- c) Have an understanding of, and implement, personnel practices including those related to Equal Employment Opportunity and Occupational Health and Safety.

2. Organisational Relationships

The FSDL is a member of the Operations Team under the auspices of the Corporation Manager - Operations.

The position is accountable to: Branch Services Support Officer

Accountable for: Delivering excellent customer service

Other relationships include (but not limited to):

Internal:	External:
<ul style="list-style-type: none"> • Chief Executive. • Corporate Managers • Senior Manger Innovation • Senior Manger Branch Services • Branch Manager/Team leader • ERLC employees 	<ul style="list-style-type: none"> • Knox, Maroondah and Yarra Ranges Councils, Councilors and staff • Local communities and groups (including businesses) of the three member Councils — both users and non-users of library services • Educational institutions and regional organizations • Professional organizations and groups

3. Responsibilities and Duties

Responsibilities & Duties

- a) Drive and operate the Flexi Vehicle in a safe manner as per the timetable of sites located within the Yarra Ranges
- b) Actively promote children's literature, reading and literacy - a positive approach to literacy throughout the Yarra Ranges diverse communities
- c) When required, lead interactive story time sessions that enhance and spark a child's imagination which may include singing, rhyme time sessions and simple craft activities
- d) Provide support to the Yarra Ranges Council Staff and Yarra Ranges volunteers where needed at various centres and facilities
- e) Provide one-on-one interaction with parents, schools, neighbourhood houses, community outreach services and facility managers
- f) Liaise with Branch Services Support Officer in relation to day-to-day running of the service delivery

Community Engagement

Promote awareness of and encourage use of the library through visits and other promotional programs.

Flexi Service Vehicle Operations

- a) Be responsible for the provision of safe working practices to ensure the safety of clients
- b) Be responsible for the safe operation of specialist equipment in the Flexi Vehicle
- c) Maintaining the cleanliness and order of the Flexi Vehicle

Digital Literacy

- a) Assist customers to become self-sufficient in the use of catalogues, electronic services, information resources and government websites.
- b) Assist customers with installation of a range of library Apps onto their personal devices.

4. Authority and Accountability

The FSDL will generally require limited supervision and will be responsible for managing their own work

The FSDL should seek guidance on unusual aspects of the work or when priorities or competing demands become unclear

The FSDL will comply with all OHS policies, procedures and requirements and take reasonable care to protect their own health and safety and that of others in the workplace

5. Judgement and Problem Solving

FSDL has the authority to make decisions on matters regarding the routine functions

Decisions of a non-routine or politically sensitive nature must be referred to the Branch Services Support Officer

6. Specialist Skills and Knowledge

The FSDL requires (or can be acquired during the probationary period).

- a) Have a flexible, creative and enthusiastic approach
- b) Have experience of working with children, young people and families
- c) Have experience of delivering story time sessions

- d) Knowledge of new forms of media and information technology which can be used to enhance program delivery
- e) Books and reading, particularly for children
- f) Event planning and program delivery skills including the delivery of story times which include singing, rhyme time sessions and simple craft activities

7. Management Skills

The following management skills are required to be demonstrated and utilised:

The FSDL is responsible for organising and prioritising their own workload however when priorities conflict or are unclear they should seek clarification and guidance.

- Ability to work independently of supervision and display initiative.
- Ability to achieve key result areas and other agreed goals.

Understanding of the library service's personnel practices including EEO and OH&S

8. Interpersonal Skills

The FSDL will have:

- a) High level customer service skills with an ability to deal with difficult situations and to present a positive library image.
- b) Ability to identify customer needs and expectations, decide the appropriate action and respond accordingly.

9. Qualifications and Experience

The following qualifications and experience are desirable (or the employee should be able to demonstrate that through the appropriate training they can be achieved within the probationary period):

- a) Must have an outgoing personality and a cheery disposition
- b) Demonstrated knowledge of and ability to actively promote reading and literacy, or show that with training these skills can be acquired.
- c) Good knowledge of library services, products and collections, or the capacity, with training, to gain such knowledge in a short period of time
- d) Story time presentation experience in a Public Library and/or similar community location - animated reading ability, rhyme presentation skills and ability to conduct simple craft activities, or the capacity, with training, to gain such skills in a short period of time
- e) Demonstrated knowledge of computer skills, including basic Windows, Microsoft Office, internet and email.
- f) Must hold a current Driver's License and have demonstrated competence in the safe driving ability
- g) Must undergo a Working with Children Check
- h) To have an availability of working hours either at short notice or for hours that have been scheduled in advance