



ROLE PROSPECTUS

Children's Officer (Band 4)

Position 1: Realm Library
Permanent Part-time 25.25 hrs pw average

Position 2: Montrose Library
Permanent Part-time 22.5 hrs pw average

Authorised by:
Joseph Cullen
Chief Executive Officer

Introduction

Dear Applicant

Thank you for taking the time to read this Prospectus for the role of Children’s Officer.

We have two positions on offer:

Position 1: Children’s Officer Realm Library – permanent part-time 25.25 hours per week

Position 2: Children’s Officer Montrose Library – permanent part-time 22.5hours per week

Please note: You can apply for both positions with one application - please clearly indicate your preference.

Background

We believe that Eastern Regional Libraries *‘Your Library’* is a great place to work. To be successful in either of these positions you must be creative, think outside the box and have great organisational skills.

Being a Children’s Officer - It is not as easy as it looks. You will have help, guidance and support from our Regional Children’s Librarian and you will join the Children’s Team – a fantastic and supportive network.

You need experience with working with children, young people and families, or the capacity and willingness to learn to work in this environment.

You need to be confident and engaging and be prepared to sing & dance.

With guidance you will:

- Organise a range of storytime programs and activities that showcase ERL’s Children’s Services.
- Present engaging storytime experiences – with animated reading, rhyme & singing/music presentation skills.
- Participate in planning and implementing promotional activities designed to increase literacy and encourage utilisation of “all things library”.
- Perform a range of rostered library operations that support customers in a self-service environment based on a high level of knowledge of library products and services.

We encourage our Children’s Officers to take the initiative, be creative and to give of their best. We support our employees to lead and make decisions that have the potential to improve library services for our communities.

Specific things you should know about these roles:

Realm

The Children’s Officer at Realm will support the full-time Realm Children’s Librarian (who leads the children’s program at Realm) with storytimes and programs. This position will have you working behind the scenes to provide support as directed. Each week might have a different need and focus. In addition to running regular Realm storytimes and facilitating school holiday programs, the Children’s Officer will also participate a variety of outreach activities that may include events within the Eastland “mini&me” program. You must love working with crowds.

On your rostered *Saturday (1 in 3) you will be scheduled to present the Realm Saturday morning Storytime.

Note Realm overtime on a Saturday maybe until 5pm



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Day	Location	Start	Meal	Finish	Total
Monday	Realm	10.00am		3.00pm	5.00
Tuesday	Realm	12noon	0.75	8.00pm	7.25
Wednesday	Realm	12noon		5.00pm	5.00
Thursday					0
Friday	Realm	9.00am	0.75	5.00pm	7.25
*Saturday	Realm	9.45am		12noon+OT	0.75 (2.25)
Total					25.25

Montrose

All branches have an allocated staff roster. Depending on the branch location and more so in our smaller branches like Montrose (less than 2 EFT), in situations of staff leave or community outreach, one staff member may be on duty alone to provide customer service at the branch. The Working Alone Policy is adhered to in these situations.

Your *Saturday roster (1 in 3) will be rostered to Realm and you will be scheduled to present the Realm Saturday morning Storytime. Note Realm overtime on a Saturday maybe until 5pm

Day	Location	Start	Meal	Finish	Total
Monday	Montrose	9.00am	0.75	5.00pm	7.25
Tuesday	Montrose	9.00am	0.75	5.00pm	7.25
Wednesday					0
Thursday	Montrose	9.00am	0.75	5.00pm	7.25
Friday					0
*Saturday	Realm	9.45am		12noon+OT	0.75 (2.25)
Total					22.5

Some important advice:

- Keep your CV to two or three pages maximum, with your academic results (if any) on the last page. We want to know about your career experiences, particularly in the last three years.
- Keep your video to three (3) minutes. Please don't make it a rerun of your CV – we can read that if we decide to meet you.
- Tell us about you in the video. What makes you passionate and determined? What excites you in a job? What excites you in life? Why do you think ERL might be a good fit for you?

Feel free to phone Sarah, our Corporate Manager Customer Experience (9800 6405), or Emma Wallis Regional Children's Librarian (9800 6428) to find out more about the job before you apply.

Regards



Joseph Cullen
CEO



Your Application

If you decide to apply for this exciting role, please include in your email application:

- Your Curriculum Vitae
- A separate document that addresses the key selection criteria listed below.
- A three-minute video that demonstrates your strengths, personality and what you can bring to our organisation.

Applications that do not include all of these components may not be considered

Eastern Regional Libraries also reserves its right, using its sole discretion and assessment, not to interview an applicant based on their application.

Late applications will not be accepted

Applications close 5pm Sunday 22 January 2023

Applications should be sent to:

Email: jobs@erl.vic.gov.au

Hard copy applications will not be considered.

Key selection criteria

Please detail your experience or willingness to learn: (200 words limit per criteria):

- In creating leading edge Storytime programs, events and activities (including STEAM based) which will engage children in our libraries
- In building relationships with external children’s service providers, promoting library resources and facilitating outreach opportunities
- Highly developed customer service skills with demonstrated knowledge of techniques to deal with a range of internal and external customers
- A demonstrable high level of confidence and experience in digital literacy, and the ability to share this knowledge and skills with employees and customers, including experience in reference, research and information provision.

Timelines to appointment

Action	Date
Closing date	5 pm Sunday 22 January 2023
Interviews held	Week commencing 23 January 2023



Position Description and Conditions of Employment

Position Title	Children’s Services Officer
Status	Permanent Part -time
Hours per week	Hours as advertised
Classification	Band 4 Level A-D
Salary Range	Salary Range: \$67,972 - \$73,848 pro rata part time
Date	The Superannuation Guarantee Levy of 10.5% will be paid on the employee’s behalf January 2023

The Children’s Services Officer (CSO) role is designed to foster lifelong learning and the love of reading by providing a range of supported library services to children and families by:

- a) Organising a range of storytime programs and activities that showcase ERL Children’s Services.
- b) Supporting families in their use of library services with a focus on literacy and lifelong learning.
- c) Performing a range of rostered library operations that support customers in a self-service environment based on a high level of knowledge of library products and services including circulation and collections.

For the purposes of this PD, children are broadly defined as being between the ages of 0 to 12.

The CSO will understand, and be able to implement, personnel practices including those related to Equal Employment Opportunity and Occupational Health and Safety.

Organisational Relationships

The CSO directly reports to the Branch Manager/Team Leader.

The CSO is a member of the ERL Children’s Services Team under the auspices of the Regional Children’s Librarian who is responsible for programming, content management and supporting our Children’s Services Team in achieving best practice in literacy and children’s services.

Other relationships include (but not limited to):

Internal	External
<ul style="list-style-type: none"> • Chief Executive 	<ul style="list-style-type: none"> • Knox, Maroondah and Yarra Ranges Councils, Councilors and employees
<ul style="list-style-type: none"> • Corporate Managers (CMT) 	<ul style="list-style-type: none"> • Local communities and groups (including business) of the three-member Councils — both users and non-users of library services
<ul style="list-style-type: none"> • Manager Branch Services 	<ul style="list-style-type: none"> • Educational institutions & regional organisations
<ul style="list-style-type: none"> • Board Members 	<ul style="list-style-type: none"> • Professional organisations and groups
<ul style="list-style-type: none"> • ERL Employees 	



Responsibilities

The CSO will play a positive role in ensuring the Corporation delivers strategies that will achieve the objectives outlined in the Corporate Plan.

The CSO will contribute to the continuous improvement and development of ERL by participating in activities and services development such as: library staff forums, training programs, specialist meetings as required.

Storytimes, Programs and Events

Under the guidance of the Regional Children's Librarian:

- a) Participate and support the development of outreach events to engage and educate the community specifically relating to children.
- b) Participate in planning and implementing promotional activities and events designed to increase and improve visitation to libraries.
- c) Present engaging storytime experiences – with animated reading ability, rhyme & singing/music presentation skills.
- d) In conjunction with ERL Digital Literacy Officers (STEAM) provide programs and services that enhance literacy, reading and STEAM skills.
- e) Through holiday programming, events and festivals etc. provide a range of programs that promote the value of libraries, reading and literacy for children including making and creating.
- f) Evaluate all programs and feedback from children and families, and use those results to improve future programs.

Children's Collections

Under the guidance of the Regional Children's Librarian:

- a) Support the management and access of the branch children's collections in both traditional and emerging formats.
- b) Ensures the collection addresses the needs of children and their families.
- c) Display and market library materials to be attractive and enjoyable to children, as well as convenient to use.
- d) Ensures that the collection reflects the diversity of the community, and helps familiarize children and their families with other perspectives.
- e) Facilitates children's requests for information and provides accurate and appropriate answers.
- f) Collaborates with families, schools and other community groups to promote reading and literacy to children.

Branch Duties

Under the guidance of the Branch Manager/Team Leader:

- a) Ensure that the community receives a positive customer service experience at our libraries.
- b) Perform a range of rostered library operations that support customers in a self-service environment based on high level knowledge of library products and services including circulation and collections.
- c) Effectively communicate and follow up with other team members in meeting the specific needs and expectations of customers as required.
- d) Supervise behaviour of library users to maintain a safe and enjoyable library environment for all.



- e) Ensure staff / workroom/ customer service areas are neat and tidy and are conducive to a welcoming environment for both staff and most importantly our library customers.
- f) Perform a range of general branch duties as rostered (including but not limited to):
 - i. Courier deliveries
 - ii. Shelving, tidying and shelf-reading library collections
- g) Actively contribute to a positive team environment by participating in planning, staff meetings and attendance at training.
- h) In consultation with the Branch Manager/Team Leader, make decisions on matters regarding the routine day-to-day function of the branch.

As the nominated Officer-in-Charge of a shift:

- Assume responsibilities for the operation and security of the branch as rostered within given guidelines with scope to exercise some discretion.
- Supervise, organise and direct other staff.
- Be responsible for the workflow of all service points, ensuring OH&S standards and work practices are maintained.
- Deal with and resolve customer complaints and difficulties (In the absence of the Manager/Team Leader) according to library procedures.

The CSO may also be required to carry out other such duties as are within the limits of the employee's skills, competence and training. These will be discussed and agreed on as part of the Annual Staff Development and Performance Appraisal Program.

Authority and Accountability

Acts under the supervision of the Branch Manager/Team Leader:

- a) However, will generally require limited supervision and will be responsible for managing their own work.
- b) Should seek guidance on unusual aspects of the work or when priorities or competing demands become unclear.
- c) 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.
- d) Is accountable for the highest standards of courtesy, responsiveness, accessibility, follow up, communication and teamwork.

Judgement and Problem Solving

Under guidance and supervision:

- a) Has the authority to make decisions on matters regarding the routine day-to-day function of the library.
- b) Decisions of a non-routine or politically sensitive nature must be referred to a Branch Manager/ Team Leader.
- c) Established corporate policies and procedures will be followed in day-to-day work.
- d) Will use the library services systems, and where appropriate, management to facilitate decision making.



Specialist Skills and Knowledge

The CSO requires:

- a) Working knowledge of early literacy development with a working knowledge of children's and youth literature trends
- b) A flexible, creative and enthusiastic approach with experience working with children and families, especially in delivering storytime sessions
- c) Knowledge of new forms of media and information technology which can be used to enhance program delivery. Event planning and program delivery skills including the delivery of storytimes which include singing, rhyme time sessions and simple craft activities or other literacy-based events.

Management Skills

The CSO requires:

- a) Skills in managing own time and work, including setting priorities, planning and organising to achieve set objectives or program delivery within a specified timeframe. However, when priorities conflict or are unclear, they should seek clarification and guidance from the Branch Manager/Team Leader.
- b) Perform to achieve agreed strategies to ensure that specific objectives in relation to lifelong learning opportunities are delivered, including an understanding of the library service's personnel practices including EEO and OH&S.

Interpersonal Skills

The CSO will have:

- a) Well-developed written, oral and presentation skills.
- b) Interpersonal skills that enable you to work with people at all levels and motivate others.
- c) Problem-solving and negotiation skills with a commitment to improving your own knowledge and skills.

Selection Criteria

- a) Tertiary qualification which confers eligibility for Associate Membership of Australian Library & Information Association or relevant tertiary qualification in early year's development and literacy **or** demonstrable experience in a similar field.
- b) Experience in program planning and service delivery to children is desirable, namely:
 - Storytime experience in a Public Library and/or similar community setting.
 - Knowledge of new forms of media and technology which can be used to enhance storytime delivery.
 - Ability to engage with children and to deliver storytimes to large groups.
 - Must have animated reading ability, rhyme and presentation skills.
- c) Knowledge and understanding of child development and early years' literacy.
- d) Understanding of the role of public libraries in community building through programs, events, lifelong learning and literacy development.
- e) Must hold a current Working with Children Check or be prepared to undergo such a check.



Conditions of Employment

Conditions of employment for the Children’s Services Officer (CSO) are generally as per the Eastern Regional Libraries Enterprise Agreement, Corporation policies, guidelines and procedures.

The CSO must:

1. Perform the duties of the position [refer to the Position Description]
2. At all times comply with the terms of these employment conditions, the Enterprise Agreement, and any Industrial Instrument which applies to the Officer.
3. Comply with relevant Corporation Policies and Codes of Conduct as in force from time to time.
4. Be accountable to the Chief Executive Officer or their delegate.
5. Devote the Officer's whole time and attention to the duties during the hours reasonably required to properly perform the duties.
6. Carry out all lawful instructions and directions of the Chief Executive Officer, or their delegate.
7. Carry out and perform the duties lawfully and to the best of the Officers’ ability and judgment and to the satisfaction of the Chief Executive Officer or their delegate.
8. Promote the aims and objectives of the Corporation.
9. At all times comply with the provisions of the Local Government Act (the Act) and any other legislation applying to matters within the scope of the CSO’s employment.
10. Attend such meetings of the Corporation and Corporation Committees as may be necessary or as directed by the Chief Executive Officer other than when on approved leave.

Specific Employment Conditions

The CSO is employed on the basis of these job specific conditions:

1. The ordinary hours of work are as per Letter of Offer based on either a full time or part time position (Condition of Employment - pro rata thirty-five (35) hours) together with such reasonable additional hours as may be necessary for the performance of the duties.
2. This position has a primary location roster. However, due to the nature of the position and training needs while every attempt is made to provide roster notification in accordance with the Corporation’s Enterprise Agreement (EA), the incumbent accepts that in some circumstances the roster may be changed without notice and any such change does not invoke any other provision of the EA in respect of overtime or penalties.
3. The incumbent must have rostering flexibility to attend training events and programs; this may include evenings and weekends. Appropriate penalty rates are paid when applicable.
4. Branch Work: This position is rostered to maximise the percentage of total available hours spent on customer contact-related activity i.e. attending to customers either on the library floor or the Customer Service Desk.
5. All branches have an allocated staff roster, however, depending on the branch location and situation for periods of leave and community outreach one staff only may be on duty at the branch to provide customer service from the Library. The Working Alone Policy is adhered to in these situations.
6. Availability for night shift/s.
7. Availability for Saturday Roster – current Saturday Roster is 1 in 3.
8. Eligible to apply to work on a Sunday roster and Saturday Overtime as advertised.



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9. Availability to work in emergency and relief situations from time to time at any service points within the region. Ability to work additional hours as rostered (no more than 70 hours in a fortnight).
10. Availability to attend all relevant staff training programs.
11. Must hold a current Driver's Licence and have access to a private car.
12. Must hold a current Working with Children Check.
13. **COVID -19 Vaccination:** In accordance with ERL requirements employees/volunteers/work placement students are required to demonstrate evidence of an approved COVID-19 Vaccination status. You must also undertake booster vaccination(s) in accordance with any future directions from the Chief Health Officer or Delegate.
14. **Influenza Vaccine:** When engaging in outreach programs, you may need to liaise with external community groups/children's groups/parenting groups etc in differing facilities (schools, kinder, aged care facilities etc). To meet their Service Plan requirements, if required you will have to demonstrate evidence of an approved Influenza Vaccine status.

Expenses Payable by the Corporation

The Corporation must meet the following expenses:

1. Reimbursement or payment of the reasonable costs of the CSO attending conferences, seminars, in-service training courses and study as approved by the Corporate Manager Operations as reasonably necessary to enable the CSO to perform their duties.
2. Reimbursement or payment of the reasonable costs necessarily incurred by the CSO as a result of the CSO's performance of their duties, including use of a private vehicle for work duties.

The Corporation may require reasonable documentary evidence of expenses before meeting those costs.

Conflict of Interest

The CSO must not engage in any additional business or employment which conflicts with the interests of the Corporation, the requirements of the position, or the ability to perform their duties.

If there is any risk of such a conflict occurring, the CSO must immediately notify the Chief Executive Officer and obtain the Chief Executive Officer's written consent to engage or continue in that additional business or employment.

Risk Management

Employees are responsible for taking all reasonable steps to ensure they are aware of the inherent risks associated with their work and for taking appropriate action to minimise or eliminate such risks. The physical requirements (amongst others) are listed below.



Physical Requirements of Position

Daily work will mainly be performed in an office setting, with exposure to those conditions normally expected to be encountered in an indoor environment. The work environment may include uneven surfaces and stairs.

Specific requirements of the role include:

- Moderate to strenuous physical demands, consisting of the ability to sit, stand, stoop, reach, bend, climb, lift and pull using safe manual handling practices.
- Ability to lift and carry light loads.
- Being able to:
 - See and hear in the normal range, with or without correction.
 - Communicate well both verbally and in written form.
- Stamina to work long hours, if assigned.

Pre-existing Injury/Illness

ERL needs to be aware of any pre-existing injury/illness that would affect the employee's ability to safely and durably perform the inherent requirements of the job.

The employee must notify ERL in writing of any pre-existing injury/illness that may be affected by the inherent requirements of this position.

Failure to disclose relevant information in regard to a pre-existing injury/illness that might be affected by the nature of the proposed employment could result in that injury/illness not being eligible for future compensation claims. [See section 82(8) of the Accident Compensation Act 1985].

Minimum Employment Period (Probationary)

You will be employed for a minimum period of six (6) months

The minimum period of 6 months will finish before the beginning of the corresponding day of the sixth month following the date on which the employee's employment commenced.

Before the termination of the Minimum Employment Period you will receive written confirmation as to whether or not your employment will be continued beyond the Minimum Employment Period.

Example of the Minimum Employment Period

For an employee who commenced employment on 26 February, the Minimum Employment Period will end on 25 August.

