



POSITION:	Project Officer – Outreach and Innovations
CLASSIFICATION:	Band 6
CONTRACT:	July 2023 until December 2023
REVIEW DATE:	June 2023
DESCRIPTION:	Part-time, 22.8 hours per week negotiable

Connected Libraries

Connected Libraries (CCL) is a large Not for Profit public library service in South East Victoria providing services to community in the City of Casey. We are funded by Casey Council and the State Government. We support a rapidly growing and diverse community of more than 392,000 people.

Our libraries are located at Cranbourne, Doveton, Endeavour Hills, Hampton Park, and Bunjil Place Narre Warren.

Our Vision

Inspiring spaces where everyone is free to discover possibilities.

Our Values and Guiding Behaviours

Creativity

- Thinking of new ways to do things is crucial to our success
- We challenge the status quo, if we believe a better way is possible
- We cultivate creativity in others

Teamwork

- When we all contribute, we excel
- We look out for each other
- We play to each other's strengths
- We work with our community

Social Intelligence

- We are mindful of people's feelings
- We know what to do to put others at ease
- We are kind, compassionate and look for the best in each other

Fairness

- We treat people fairly and recognise them as individuals
- We do not let our personal feelings bias our decisions about others
- We actively support social inclusion and connection
- We are accountable for our behaviour

Love of Learning

- We love learning about new things.
- We believe there is always an opportunity to learn
- We learn from each other

Humour

- Our humour enables us to express how we feel.
- We like to laugh, bringing smiles to other people
- We use humour to build connections and create a positive experience for everyone

Our Approach

- We put people first
- Pay it forward
- Follow up and reciprocate good deeds
- Help each other grow
- Share our stories and learn from each other
- Share ideas freely
- Quick little steps
- Give new things a go
- Momentum not perfection
- Encourage each other to take calculated risks
- Build confidence and resilience by working to our strengths
- Encourage authentic and courageous conversations
- Embrace the opportunity to learn when, things don't go as planned
- Acknowledge our partners
- Celebrate success



About the role

Connected Libraries has recently undergone significant work force change, as a result of the withdrawal of Cardinia from the Regional Library Agreement in November 2022.

Following the withdrawal, Connected Libraries have gone through a renaming process to find a trading name that reflects our new service. The organisation has also conducted a service review that resulted in a change of structure to bring the service in line with adjusted funding, and to meet the future needs of the community in Casey.

Council has supported funding towards the following projects which will be implemented by this role:

1. Mobile Library Van – purchase of Mercedes-Benz Vito VS20 116 CDI LWB RWD to assist in the delivery of mobile library services including home library services and outreach program delivery to variety of sites supported by Casey Council
2. Dedicated satellite library lounge located in Cranbourne West Community Hub (CWCH). The Hub team have allocated a suitable space to fit Kiosk, free Wi-Fi, select Collection, furniture, collection/auto returns bin/holds service, PC's and 24/7 access to External Library Lockers
3. External Library Lockers for new community hubs located at Manna Gum and Orana Community Place

The proposed services and facilities will be activated by a dedicated Outreach Team and managed/monitored by the Connected Libraries Leadership Team in the longer term.

This role will oversee the implementation of the above innovation projects between **10 July-December 21** 2023, along with other innovation projects across the service as required. One such additional project may be the establishment of a technology-space at Bunjil Place Library, installing 3D printer, and VR technology in a dedicated location in the branch for community use.

Position Objectives

Operational

- Deliver innovative and customer focused service consistent with CCL vision, values and objectives (CCL Strategic Plan)
- Manage the implementation of Connected Libraries outreach innovation projects
- Actively engage and interact with the community in the library, online and outside the four walls
- Provision of support and assistance to all library users

Strategic

- Contribute to the development of innovative and customer focused library service, building capacity in our communities
- Contribute to development and achievement of CCL strategic goals and plan
- Contribute to the continuous improvement and development of CCL by participating in activities and service development such as: library and learning staff forums, training programs, specialist meetings as required and meetings with your manager
- Nurture partnerships with external organisations to ensure the smooth set up and ongoing management of outreach innovation projects

Key Responsibilities and Duties

1. Leadership

- Create support and buy in from Connected Libraries Team to ensure the successful delivery of projects
- Excellent communication skills, providing effective lines of communication with staff
- Provide positive guidance to build a cohesive, customer focused team

2. Project Management

- Plan, organise and deliver projects



- Engage key team members and stakeholders in the process and manage change and implementation
- Communicate effectively throughout the life of the project delivery, including the provision of progress reports to the Executive
- manage multiple tasks, priorities, and deadlines simultaneously
- Use project management software such as Microsoft Project and Planner to enhance project planning and delivery
- Identify and resolve potential issues proactively
- Maintain accurate Project Budget plan and up to date financial commitment records.

3. Risk Management

- Implement OHS Policy procedures and legislative requirements in accordance with the OHS Act 2004
- Ensure that all OHS incidents are reported, documented and followed through
- Induct all team members on OHS matters and regular reports at branch meetings
- Implement a culture of child safety throughout the library so that child safety is part of everyone's everyday thinking and practice

4. Customer Experience

- Develop and maintain a culture of outstanding visitor experience
- Ensure library is an inspiring space for the community with a high presentation standard, accessible collections, welcoming comfortable facilities and promotional material
- Deal with complaints and incidents in accordance with CCL policies and procedures

5. Community Engagement

- Actively seek, develop and maintain partnerships with internal and external organisations
- Engage the community through provision of services, events and activities that challenge the traditional perceptions of library services

Selection Criteria

- Relevant Diploma, Degree or Post Graduate Diploma
- Experience in project management commensurate with the position
- Depth of understanding of the work of public libraries, and the goals and values of Connected Libraries
- Knowledge of OHS legislation, Child Safety Standards
- Commitment to continuous improvement and innovation
- Demonstrated ability to lead and motivate team members and communicate in a collaborative and cooperative manner
- Ability to work independently and as part of a team to meet organisational strategic outcomes
- Excellent problem-solving skills
- Driver's licence essential
- Working with Children Check

Organisational Relationships

Reports to: General Manager Finance and Digital Operations

Internal liaisons: Executive team, Leadership Team, and all staff

External liaisons: Council officers, Library members, members of the community, schools, community groups and training providers

Accountability and Extent of Authority

- Manage implementation of outreach innovation projects and other tasks associated with Connected Libraries services implementation
- Decide on appropriate response to difficult library users and emergency situations

Judgment and Decision Making

- Participate in decision making as a member of the Leadership Team



- Improve methods by applying previous experience to new situations, using guidance and advice from members of the Leadership Team

Specialist Skills and Knowledge

- Understanding of the strategic objectives of CCL
- Understanding and knowledge of information service provision
- Knowledge and experience of Library Management systems
- Working knowledge of technology and systems related to the projects
- Ability to inform the development of policies and strategies for the library service
- Knowledge of safe work practices for circulation work and library operations

Managerial Skills

- Ability to achieve strategic objectives within timeframes and budget
- Ability to train and supervise staff in the execution of established procedures and lead teams

Interpersonal Skills

- Ability to gain assistance and cooperation from community members, community organisations and staff
- Ability to motivate and develop staff, and lead teams in accordance with Connected Libraries Values
- Ability to develop excellent working relationships with external service providers
- Strong oral and written communication skills, preparation of reports and presentation skills
- Excellent communication skills with diverse community members and staff
- Ability to handle dissatisfied library users or stakeholders in a friendly manner and deescalate high risk situations
- Ability to have a flexible approach to work and changing priorities

Qualifications and Experience

- Relevant Diploma, Degree or Post Graduate Diploma with relevant work skills and experience commensurate with the requirements of the role

Conditions of Employment

Conditions of employment are as per the Casey Cardinia Library Enterprise Agreement, Corporation policies and procedures and the letter of offer.

- **Employment Status** - Prior to commencement of duties the successful applicant must provide proof of permission to work in Australia
- **Health Declaration** - the preferred applicant will be required to complete a Health Declaration form as part of the conditions of employment
- **Hours** - based on the 38 hour a week employment model, no rostered evening or weekend work required
- **Multiskilling** - The employee may be directed to carry out any duties within the limit of his/her skills, competence and training, provided that such duties do not promote a narrowing of their skill base
- **Qualifying Period** - As per the Fair Work Act 2009 and Regulations - 6 months
- **Recreation Leave** - Annual leave must be taken at times that are mutually agreeable to both employee and employer, within twelve months of it falling due
- **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
- **Sick Leave** - A medical certificate may be required for any absence and must be provided for sick leave exceeding three working days or absence on the working day before or after a rostered day off (if applicable), annual leave, LSL or public holiday
- **Smoking** - Smoking is prohibited within all Library buildings and vehicles
- **Working with Children Check** - mandatory (Child Safe Standards 2017)



Inherent Physical Requirements

It is important that an employee understands the physical requirements involved in carrying out the duties of the positions.

Requirements	Frequency		
	Possible	Occasionally	Regularly
Passive			
Ability to stand for extended periods for the purpose of using a computer			✓
Ability to sit for extended periods for the purpose of using a computer, travelling to various locations and attending a range of meetings			✓
Ability to read computer screens and fine print on documents for the purposes of researching various policy options			✓
Ability to communicate clearly both verbally and written			✓
Manual Handling			
Repetitive arm movements and manual dexterity for undertaking computer work and handling documents and files		✓	
Issue and return of library materials using scanners and docket printers	✓		
Lifting of stock and library materials onto and off shelving		✓	
Pushing book trolleys		✓	
Lifting and moving of boxes and files on a regular basis		✓	
Agility			
Bending and stretching, including knee bending			✓

Note: This template does not represent an exhaustive account of all job factors however it forms a basis to guide staff and medical professionals as to the activities for which a personal capability must be sustained.

All staff are reminded that they should follow Health and Safety regulations and the Casey Cardinia Libraries Health and Safety Manual Handling Policy when performing their duties.

Staff Member:

Signature:

Date:

Authorised: Janine Galvin (General Manager, Organisational Development)

Date: June 2023