



Position Description

Library Children and Youth Team Leader

The City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.

The City of Port Phillip is a committed Child Safe organisation and has zero tolerance for child abuse. Every child and young person accessing City of Port Phillip has the right to feel and be safe. All City of Port Phillip Councillors, employees, volunteers, contractors and community representatives have a responsibility to understand and activate their role in preventing, detecting, responding, and reporting any suspicions of child abuse to the relevant authorities, and maintaining a child safe culture.

POSITION TITLE:	Library Children and Youth Team Leader
AWARD CLASSIFICATION:	Band 5
DEPARTMENT:	Community Services
DIVISION:	Community Wellbeing and Inclusion
DATE APPROVED:	November 2020
APPROVED BY	Manager, Community Services



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ORGANISATIONAL RELATIONSHIPS:

REPORTS TO:	Branch Team Leader (Children's & Youth Services Liaison)
SUPERVISES:	N/A
INTERNAL LIAISONS:	Library staff, Council Employees and Managers, Executive Team and Councillors
EXTERNAL LIAISONS:	Library Vendors, Suppliers, Consultants and Contractors, Library members, library networks, professional bodies, support groups and members of the broader community

POSITION OBJECTIVES

- To support the delivery of the Library Action Plan and vision: Australia's best inner network of neighbourhood Libraries, helping to make Port Phillip a liveable, prosperous and socially connected city for everyone who lives and works here.
- To support City of Port Phillip (CoPP) corporate and organisational goals through the provision of quality library services with friendliness, courtesy and efficiency
- To ensure a high level of customer support is provided to users of CoPP resources and services by supporting teams to achieve daily service goals
- To maintain initiatives and relationships which enable staff to provide quality customer service and access to the library's resources and shared spaces
- To provide clear and consistent leadership for frontline library staff to support customer service outcomes
- To lead the development of programs and services for children and young people within Council's Library network

KEY RESPONSIBILITY AND DUTIES

- Actively deliver high quality frontline information, reference, reader's advisory, and customer service to library users, with a particular emphasis on children and young people, to connect them to programs, services, and collections
- Effectively support frontline library team operations to maintain workflows and ensure that library user concerns and issues are responded to in a friendly and timely manner within the scope of authority
- Assist in identifying staff training needs and participate in the provision of training for team members, particularly in their work with children and young people
- Contribute to the development of service enhancements and initiatives by maintaining an up-to-date awareness of the professional library sector
- Carry out duties, as directed within the limits of the incumbent's skill, competence and training



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- Ensure with your team, the staging of collections and displays, along with engaging, safe and comfortable public spaces.
 - This position requires the incumbent to be available for evening and weekend shifts on a rostered basis as required

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Help to direct frontline library team operations and promote a flexible approach to working across different locations and project-based teams
- Resolve service user concerns and issues in a friendly and timely manner within the scope of their authority
- Facilitate communication between library users and the Port Phillip Library Service leadership team
- Participation in the review, development and promotion of library policies and procedures to both the community and staff members of the Port Phillip Library Service
- Contribution to library planning and alignment to service priorities
- Responsible for complying with OHS and relevant legislation to ensure a safe and healthy work environment
- Responsible for complying with CoPP policies and State and Federal Legislation
- Responsible for complying with Privacy Legislation and Copyright Legislation

JUDGMENT AND DECISION MAKING

- Use professional leadership skills and operational knowledge to direct daily workflows and lead functional teams to provide excellent customer service
- Perform duties by following procedures and working within clearly defined policy parameters
- Scope to exercise discretion in the application of established standards and procedures
- Responsible for using appropriate reporting lines and modes of communication as required
- Responsibility for immediately supporting colleagues to de-escalate difficult situations, supported by the Library Leadership Team

SPECIALIST SKILLS AND KNOWLEDGE

- Experience in utilising reference interview techniques and a broad range of reference sources including books, search engines and online databases, and assessing such sources for their currency, accuracy, and suitability to meet a user's information needs, specifically for children and young people



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- Demonstrated interest in a range of subjects and fields of endeavour to respond to and assist users' queries, with particular reference to children and young people
 - Proven experience and proficiency in the use of Spydus or another library management system
 - Understanding and experience of the local government organisational and community context and relevant protocols
 - Experience in the application of standardised procedures, practices, acts and regulations
 - IT skills, including detailed knowledge of the Windows environment and commonly used software applications e.g., MS Office, Adobe, Publisher etc.
 - Ability to write content for the web and copy for social media, in accordance with a style guide

MANAGEMENT SKILLS

- Strong practical experience in supporting staff in a highly flexible team environment to respond to changing priorities in a calm and measured fashion
- Ability to support others in the execution of established procedures and practices
- Ability to organise, plan and set timelines in relation to own work
- Ability to achieve objectives within established time frames
- Ability to seek guidance and advice when necessary
- Ability to foster team engagement and alignment with established service values

OCCUPATIONAL HEALTH & SAFETY

- Take every reasonably practicable step to ensure your health and safety, and the health and safety of all others that may be affected by your work
- Comply with all relevant legislation and regulation, as well as City of Port Phillip policies and procedures and reasonable work instructions
- Ensure that all hazards, unsafe conditions, incidents and near misses are reported promptly and within set timeframes
- Participate as appropriate in an early and safe return to work program after a workplace injury
- Take responsibility for individual / own health and safety and that of others in the workplace. This includes the reporting of incidents involving injury and near misses
- Communicate with employee health and safety representatives and supervisors about OH&S matters
- Proactively report any unsafe workplace practices and/or hazards and suggest injury prevention measures
- Participate in regular training programs to improve awareness of risk management and health and safety within the workplace
- Perform work in a safe and appropriate manner



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INTERPERSONAL SKILLS

- Outstanding communication skills with the ability to write detailed information succinctly
- Exhibit understanding of people from diverse backgrounds and an enabling approach to use of the Library, with particular reference to respectful interactions with children and young people
- Excellent problem solving and negotiation skills, to enable resolution of service user requests and complaints
- Ability to apply courtesy and respect to gain co-operation and assistance from users and colleagues
- Ability to apply a supportive approach to achieving organisational and team goals

QUALIFICATIONS AND EXPERIENCE

- Librarianship qualification recognised by the ALIA (Australian Library and Information Association), or other relevant qualification and experience in a public library service
- Experience in service delivery in an environment that focuses on meeting community expectations through the provision of high-quality information services and programs
- Proven experience and proficiency in the use of Spydus or another library management system
- Driver's licence or other mode of independent transport
- First Aid qualification desirable
- Current Working with Children Check

KEY SELECTION CRITERIA

- Demonstrated commitment to Council values: Working together, Creative and strategic thinking, Personal growth and performance, Courage and integrity, Accountability and Community First.
- Librarianship qualification recognised by the ALIA (Australian Library and Information Association), or other relevant qualification and experience in a public library service
- Demonstrated experience in leading a flexible frontline service team to respond to changing priorities in a calm and measured fashion
- Demonstrated experience in the provision of library services to children and young people, including development and delivery of programs, quality information, reference, reader development and customer service as part of a frontline service team
- Demonstrated experience in fostering and promoting respectful behaviours within library teams, particularly towards children and young people
- Demonstrated ability to manage challenging people and situations in a calm, respectful and rational manner
- Demonstrated IT skills, including detailed knowledge of the Windows environment and specifically MS Office, Adobe, and Publisher etc.