POSITION SPECIFICATION

TITLE       Family Services Coordinator
STREAM      General Officers
LEVEL       4/5
DEPARTMENT  LIBRARY
FRACTION    1.0

POSITION OBJECTIVES:

Ensure compliance with the strategic objectives of the District Council of Mount Barker, TAFESA and the needs of library customers.

Foster the development of services, which meet the educational, informational and recreational needs of the community and assist in attaining the library’s strategy and vision.

Supervise other staff members as requested by the Manager Library Services.

Provide accurate and quality information and advice to library customers and library staff.

Promote and develop Council’s image, service, standing and role in the community when the opportunity presents itself in accordance with the Council’s vision.

KEY RESULT AREAS:

Strategic

Library Services

Provision of advice

Public Relations
### 7.1 KEY RESPONSIBILITIES

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| Family Services | Maintain children’s, youth & parenting collections by:  
  - Selecting new resources,  
  - Regular weeding of resources against established criteria.  
  Plan, schedule, implement, promote and deliver school holiday programs & family oriented events and activities.  
  Co-ordinate storytelling and Baby Giggle Time sessions for preschool children and develop other programs related to early childhood development and literacy.  
  Liaise with the Manager Library Services to strategically plan for the provision of services to children and families.  
  Liaise with members of the community, schools and other relevant organisations to develop and promote services & programs to families and initiate partnerships and support. | High level of customer satisfaction with collections and resources  
High level of participation and customer satisfaction  
High level of participation and customer satisfaction  
Efficient and effective provision of relevant library services.  
High level of community awareness and pride in library services and programs |
| Customer Services | Maintain weekly desk rosters, RDO rosters and weekend rosters as required.  
In conjunction with relevant staff, coordinate the work of volunteer and work experience students operating in the library.  
Undertake service desk duties including evening and weekend shifts as per | Service points staffed to acceptable levels in accordance with the EB and budget  
Volunteers and students have appropriate skills and quality of service is maintained  
High Level of Customer Service |
röstes.

Act in a supervisory capacity whilst rostered on desk.

Provide information to customers about services and facilities

Deal with customer comments, suggestions and complaints.

Provide high level reader guidance in the area of children’s, youth & parenting collections and support other staff in the provision of this service.

Provide assistance to customers using the library’s computer equipment incorporating Online Catalogue, public access PC’s and the wireless network

Promote among staff a strong team culture with a customer service focus and contribute to the development and provision of a friendly, efficient and effective library service.

Budget

Provide advice, information and suggestions to Manager Library Services in the preparation of Library budget estimates related to services and programs to families.

Work within expenditure budgets and advise management of anticipated variations

delivered at Library Service points

Accurate Information provided and in line with library’s policies.

Complaints resolved professionally or client directed to appropriate mechanism eg suggestion box, library manager.

High level of customer satisfaction in the provision of advice and information

Assistance offered in a courteous manner

Efficient and effective provision of quality library services

Annual

Expenditure within budget
Reporting and performance

Prepare reports and statistical data relating to programs for the Manager Library Services as required.

Provide advice to management in the development of benchmarks and gathering user feedback to assess customer satisfaction of Family Services.

Accuracy and timeliness

8. REQUIREMENTS OF THE JOB

(A) Skills/Abilities

- High level oral and written communication skills
- Ability to communicate effectively with:
  - young people and their parents,
  - other employees, and
  - the general public
- Proven ability to develop and coordinate programs that engage large numbers of children and their parents
- Proven ability to use initiative and exercise sound judgment.
- Demonstrated skills and commitment to the delivery of high quality customer services to a diverse community
- Ability to think imaginatively, creatively and innovatively and to put ideas into action
- Ability to manage time effectively to achieve competing demands
- Ability to prioritise and delegate effectively as required
- Extensive practical skills in the use of a variety of computer applications common to public libraries
- Ability to supervise and train staff and public

(B) Knowledge

- Understanding of policies, practices and procedures within a library
- Knowledge of current issues and practices in the fields of early childhood development and literacy
- Comprehensive knowledge and understanding of artistic and cultural opportunities for children in books and related media.
- Knowledge of quality customer service principles and practices.
- Understanding of EEO principles
- Understanding of OH&S principles
(C) Experience

- Completion of a qualification to allow for membership of the Australian Library and Information Association or substantial recent experience in a similar role is essential.
- Proven experience in planning and delivering programs aimed at children and families essential
- Experience in a public library environment desirable.
- Experience in event management desirable
- Experience in supervising staff

9. OCCUPATIONAL HEALTH AND SAFETY
As employees, contribute to occupational health, safety and welfare by:

- Complying with the requirements of the OHS&W Act 1986, Section 21 Duties of Workers.
- Actively contributing to consultative and participative arrangements for the management of OHS&W and Injury Management.

Comply with directions given by supervisors and management relating to OHS&W issues.
Also refer to further 'operational' information contained in Councils’ OHS&W and IM Roles and Responsibility Policy.

10. EQUAL EMPLOYMENT OPPORTUNITY
Demonstrate and promote Equal Employment Opportunity principles in the workplace.

11. ORGANISATIONAL RELATIONSHIPS
Responsible to Manager Library Services ensuring that the ‘Key Responsibilities’ are carried out in an efficient, accurate, diligent, professional and conscientious manner.

11.1 Extent of Authority

- Implement Library policies, procedures and supervisory practices
- Advise the Manager Library Services on matters in relation to relevant acts and issues and trends relating to the provision of services to children and families
- Advise, liaise and correspond with the public
- Work within the Council’s budget requirements
- Assist in the planning and development of Library services and facilities
• Provide advise on staff development

12. ACCOUNTABILITY

This position is accountable for:

ensuring that the ‘Key Responsibilities’ are carried out in an efficient, accurate, diligent, professional and conscientious manner,

13. PERFORMANCE/SKILLS STANDARDS:

High level of expertise in the following:

• Implementation of appropriate legislation, Council Policies and procedures.
• Accuracy and efficient in all work performed
• Sustained effort at achieving productivity gains.
• A commitment to performance management demonstrated through focused work practices.
• Use of initiative in all aspects of work requirements
• Attain a high level of professional respect from Management, Elected members of Council, community and industry
• Perform work within the allocated time frame and to be of a professional standard

14. SPECIAL REQUIREMENTS:

14.1 Flexibility may be required to work within the normal span of hours (7.30am – 8.30pm)

14.2 Ability and willingness to undertake evening and weekend shifts at a supervisory level on a rostered basis and coordinating out of normal hours programs, activities and events for children and families is required

14.3 A drivers license will be required to meet expectations of the role

14.4 A police check will be required to be undertaken upon commencement and every three (3) years, or as required.

14.5 Encumbents in this position are required to be mandated reporters

14.6 Staff employed in this position shall not undertake supplementary employment that may impede their employment at Council
Employees contemplating supplementary employment should discuss their plans with the Departmental Manager if there is a possibility of a ‘conflict of interest’ arising.

Council resources shall not be used privately, or in the course of supplementary employment, unless otherwise agreed in writing.