

POSITION DESCRIPTION

Position Number:	ELEO
Position Title:	Early Literacy Engagement Officer
Division:	People, Place and Liveability
Classification:	Level 3 Step 1 to Level 3 Step 4
Status:	Part Time (0.5) Permanent
Hours:	19 Hours Per Week
Reports To:	Team Leader Children's & Youth Services



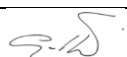
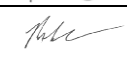
Position Objectives

To support the Manager Library & Community Development in providing quality library services to the general public with a strong focus on customer service and an emphasis on delivery of Early Literacy programs.

Key Result Areas

1. Children's Services Programs.
2. Customer Service.
3. Community Development and Engagement.
4. Teamwork.
5. Continuous Improvement.

Void without CEO approval:

REVIEWED: General Manager		01/12/2025
APPROVED: Chief Executive Officer		15/12/2025



Key Duties & Responsibilities

1. Children's Services Programs

- Plan, coordinate and deliver children's early literacy programs and services.
- Develop strong relationships and collaborate with organisations and community members with a focus on early literacy and under 5 year olds.
- Coordinate the development and delivery of children's outreach services relating to early literacy and under 5 year olds.
- Assist with the maintenance and promotion of children's and youth collections.
- Provide specialist information on early literacy services and inclusion across the organisation and within the community.
- Provide advice to the organisation on best practice engagement for early childhood development.
- Evaluate and report on early literacy services and programming.
- Contribute as part of the Children's and Youth Services Team.

2. Customer Service

- Encourage and foster a strong customer focus and teamwork culture.
- Contribute to the direct provision of services to the public by undertaking reference and reader advisory services and circulation and shelving duties as required.
- Effective operation of the library management system.
- Receipt of monies for library related fees and charges.
- Undertake detailed information requests and other duties, as required.
- Assist with maintaining in good order, equipment for use by members of the public and other staff.
- Provide all aspects of library service duties including loans, reservations, returns, membership registration, local and family history requests, shelf checking and shelving.
- Assist customers with the use of a wide range of Information Technology.
- Support library staff in the implementation of library and community events and promotions as required.
- Assist in delivery of programs and events.

3. Community Development and Engagement

- In conjunction with the Team Leader Children's and Youth Services, participate and contribute to Children's and Youth networks within the community.
- Participate and contribute to Public Library Services South Australia's Children and Youth Services sub-committees.
- Assist with library programs as required.
- Promote and market library services and events to the wider community using a range of tools.
- Assist with other external services as required.

4. Teamwork

- Consistently and actively collaborate, be positive, and support effective working



relationships with all Council staff.

- Cooperate and support other team members as the need arises.
- Participate in training, development, and improvement opportunities and programs.

5. Continuous Improvement

- Identify and contribute to improvement initiatives and projects with a focus on:
 - Enhancing and improving customer service
 - Increasing efficiency and productivity
 - Eliminating / reducing inefficiencies, waste, duplication, and redundancy.

6. Work Health and Safety Responsibilities – Employee

- Responsible for and actively involved in, identifying, and managing risks and hazards in day-to-day activities and operations.
- Exercise appropriate care and responsibility to ensure your actions do not endanger others in the workplace within the organisation and the public.
- Take responsibility for your own health, safety and fitness at work.
- Actively participate in the organisations “Safety Always Culture”
- Participate in work related and non-work-related injury management return to work processes.

7. Other Duties

- This position maybe required to perform any duties included within the position classification (and at lower classifications where necessary) as specified by the South Australian Municipal Salaried Officers Award, general officer classification criteria and which the incumbent has the necessary professional and technical skills.

8. Adhere to Councils General Conditions of Employment

- Undertake other related duties as required for the effective and efficient operation within the scope of this position.
- Follow defined work health and safety legislation, policies and procedures related to the work being undertaken in order to ensure own safety and that of others in the workplace.
- Follow defined information management practices, policies and procedures for all records created and received.
- Be responsible for and actively involved in identifying and managing risk in day to day activities and projects.
- Follow all defined organisational systems, policies and procedures related to the work being undertaken.
- Demonstrate and adhere to the principles of conduct and standards of behavior as defined within the Code of Conduct – Behavioural Expectations of City of Mount Gambier’s Staff Members.
- Demonstrate and uphold the organisation’s Values (Lead, Connect, Deliver) that define the standards that guide our behaviours and commitment in working to accomplish the vision and mission.

Embrace and support the organisation’s customer service charter.



Key Competencies & Selection Criteria

Inherent Essential License/s, Clearances and Checks

- A satisfactory pre-employment medical examination.
- Current satisfactory National Police Certificate.
- Current satisfactory Working with Children Check (WWCC).
- Safe Environments for Children and Young People training – “Through Their Eyes”

Essential

- High level of interpersonal skills and the ability to share information, knowledge and develop strong customer relationships with a diverse range of clientele.
- Experience in the delivery of children’s programs and services.
- Knowledge of early childhood development and Early Years Learning Framework.
- Knowledge of library programs and the role the library plays in the Community.
- Ability to work independently and as part of a team.
- Willingness to embrace new and emerging technologies relating to best practice in library programs delivery.
- Ability to utilize a variety of technologies and software packages.
- Understanding of reader development trends.
- Effective administrative and organisational skills.
- Sound numeracy and literacy skills.
- Ability to deal with difficult situations, resolve problems and diffuse potential conflict.

Desirable

- Experience working in public libraries.
- Experience in community programming and engagement.
- Library or other related qualifications or equivalent, relevant experience.
- Knowledge of the SA Public Library Network.
- Qualification in Early Childhood Education and Care.



Occupant: VACANT

Date Appointed:

I have read and understood the key result areas, duties, and responsibilities of this position as described above.

Acknowledged by Occupant: _____ / ____ / ____
Signature date

