

POSITION DESCRIPTION

Position Number:	CYSC1
Position Title:	Children's & Youth Services Coordinator
Division:	City & Community Growth
Classification:	Level 3 Step 1 to Level 3 Step 4
Status:	Full Time / Fixed Term (December 2022 ceasing 31 January 2024).
Hours:	76 Hours per fortnight
Reports To:	Team Leader Library Programs



Position Objectives




To support the Manager Library & Community Development in providing quality library services to the community with a strong focus on customer service and an emphasis on children's and youth services.

This position leads the Children's & Youth Services Team.

Leadership Team Capabilities

People	Being Approachable, Building Great Teams
Activities	Safety and Wellbeing, Managing Work
Information	Effective Communication, Creativity & Innovation
Relationships	Customer & Community Focus Trust
Self	Integrity, Being accountable

Void without CEO approval:

REVIEWED: Manager		13/09/2022
REVIEWED: General Manager		15/09/2022
APPROVED: Chief Executive Officer		19/09/2022

Key Result Areas

1. Children's & Youth Programs and Services
2. Library Customer Service
3. Community Programs
4. Team Supervision

Key Duties & Responsibilities

1. Children's & Youth Programs and Services

- Provide leadership and guidance for the Children's & Youth Services Team
- Develop, plan and coordinate a wide range of high quality children's and youth programs and services which promote lifelong learning, including regular evaluation and reporting and support the Mount Gambier Charter for Children.
- Promote and market children's & youth resources, services and events to the wider community using a range of tools.
- Develop and maintain children's & youth collections.
- Create partnerships with local schools, organisations and service providers within the community who cater to the needs of children and youth.
- Provide specialist information on children's and youth services and collections to parents, schools and other organisations.
- Evaluation and reporting on children's and youth services, collections and programing.
- Provide regular outreach services.

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 customers with the use of a wide range of Information Technology and equipment.

3. Community Programs

- 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 the Library team and all Council staff.

5. Other Duties

- This position may be 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.

6. Adhere to Council's 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 Council 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)
- Current satisfactory Working with Vulnerable People Check

Essential:

- Proven ability to lead and supervise a team.
- Excellent communication skills and the ability to share information and knowledge with a diverse range of clientele.
- Demonstrated experience working with children and youth
- Ability to provide library services and programs designed to meet the needs of young people.
- Proven ability to deal with difficult situations, resolve problems and diffuse potential conflict.
- Ability to work independently and as part of a team.
- Understanding of new and emerging technologies relating to best practice in Library service delivery.
- Ability to utilise a variety of technologies and software packages.
- Experience in developing, delivering and evaluating events and programs
- Knowledge of library programs and the role the library plays in the Community.
- Ability to effectively manage and maintain specialist collections and provide readers advisory services.
- Excellent administrative, organisational and time management skills.
- Sound numeracy and literacy skills.
- Required to work outside of ordinary hours and during school holiday periods.

Desirable:

- Library or other related qualification or equivalent, relevant experience.
- Experience working in public libraries.
- Knowledge of the SA Public Library Network.



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*

