

POSITION DESCRIPTION

Position Title	Outreach / Branch Manager
Position Number	BR15
Department	Branch Services
Classification	Band 6
Date Approved	November 2024
Probationary Period	6 months
Mandatory Checks	Working with Children Check and National Police Check

Reports to	Manager Library Operations
Supervises	Branch and Home Library Services Staff
Internal Liaisons	Managers, volunteers and staff at all levels within the organisation
External Liaisons	Member Councils including maintenance departments, Government departments and agencies, educational institutions, other libraries and municipalities, service providers, suppliers, local community groups and organisations, and library users.

OUR ORGANISATION

Whitehorse Manningham Regional Library Corporation delivers high quality library services to the communities of Whitehorse and Manningham. The Corporation operates branch libraries at Blackburn, Box Hill, Bulleen, Doncaster, Nunawading, The Pines, Vermont South and Warrandyte. Online services are provided through www.wml.vic.gov.au.

POSITION OBJECTIVES

Strategic:

- Provide strategic input into the management and development of Branch Service Delivery goals.
- Provide strategic input into the management and development of Community Outreach services aimed at reducing barriers to accessing library services, resources and programs.
- Contribute to the development and achievement of Corporate and Departmental goals.

Operational:

- Manage and co-ordinate the provision of branch library services and facilities that meet client expectations.
- Lead and contribute to a culture of continuous improvement in branch and outreach services.
- Manage and co-ordinate the provision of effective and efficient outreach services, including the operation of the Home Library Service.

KEY RESPONSIBILITY AREAS

Branch Services

- Manage operation of branch facility, human resources and services.
- Provide leadership within the branch team to ensure an efficient and cost-effective work unit with staff focused on achievement of branch and organisational goals.
- In conjunction with appropriate staff, effectively manage branch human resources including performance development.
- Ensure the branch is maintained in good physical order including managing building and maintenance issues.
- Ensure a high level of customer service delivery at the branch.
- Actively promote the facilities and services of the library to the community and provide formal and informal user education.
- In conjunction with appropriate staff, contribute to the evaluation and development of branch library resource collections.
- Significantly contribute to the development of branch service strategies and policy.
- Review and streamline systems and processes within the branch to ensure flexible and responsive service delivery that meets client expectations
- Develop effective working relationships with Council departments regarding local operational issues.
- Participate in the provision of professional and customer oriented library and information services and public floor duties.
- Ability to work remotely if required.
- Ability to deliver programs in an online environment.

Outreach Services

- Identify further opportunities to develop community outreach services aimed at improving access to library services, resources and programs, particularly for the underserved, socially isolated and/or unable to visit a library due to age or illness.
- Through the community mapping process identify and prioritise community groups to be targeted for contact.
- Provide guidance to the Branch Management Team on practical methods to engage communities outside of library buildings and set appropriate outcome measurements.
- Manage the effective operation of the Home Library Service.

Organisational

- As a member of the Branch Management Team, contribute to the development of library policy and provide advice to the Manager Library Operations and senior managers of the organisation, with particular reference to Branch operational management issues,

Occupational Health and Safety

- Provide a safe working environment in accordance with Occupational Health and Safety legislation and WMRLC policies and procedures.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The position is accountable to the Manager Library Operations for:

- Efficient and effective management of Branch resources, including human resources, and the achievement of Branch Service goals within pre-determined budgetary, quality and time constraints.
- Effective leadership and guidance in the achievement of Branch goals.
- Efficient and effective management of Home Library Services, including paid and volunteer staff, and the achievement of Departmental goals within pre-determined budgetary, quality and time constraints
- Provision of strategic advice to senior management on how the library service can facilitate greater accessibility to its services, collections and programs specifically for community members who are socially isolated and/or under served.

The incumbent has the authority and freedom to act within established operational and budgetary guidelines with a regular reporting mechanism to ensure adherence to goals and objectives. Within their area of responsibility the incumbent fully briefs the Manager Library Operations on significant issues.

JUDGEMENT AND DECISION MAKING

Decisions made by the position have significant effect on the quality and cost of Branch services. The incumbent operates in a broadly regulated environment with methods, procedures and processes developed from theory or precedent. The incumbent will be expected to work independently and guidance and advice may not always be available internally. Position objectives are established through Departmental goals and policy, although the work may involve improving and/or developing methods and techniques, generally based on previous experience.

KEY COMPETENCIES

Specialist Skills and Knowledge:

- Understanding of Corporate and departmental goals and policies.
- Experience in the management and delivery of public library branch services.
- Knowledge of innovations and emerging issues in the provision of library services and programs to the general public.
- Knowledge of and experience in collection management.
- Strong commitment to quality and customer service.

Management Skills

- Leadership and motivational abilities.
- Ability to contribute to the strategic direction of the Corporation as part of its management team.
- Experience in the use of computers and a variety of software tools.
- Knowledge of and commitment to the principles of Equal Employment Opportunity and Occupational Health and Safety.
- Ability to set priorities, plan, and manage time effectively to achieve objectives within a set timeframe.
- Ability to manage the operational requirements of a mid to large branch library including maintenance and building matters.

Interpersonal Skills

- Sound, friendly, helpful and efficient communication skills and the ability to influence and convince others.
- Commitment to the development and empowerment of staff.
- Sound public relations and public speaking skills and the ability to represent the organisation in a public forum.
- Support for the achievement of team objectives before individual goals.
- Demonstrated sound written and reporting skills.

QUALIFICATIONS AND EXPERIENCE

- Tertiary qualifications in Librarianship recognised by A.L.I.A preferred.
- Applicants with significant library industry experience and a relevant degree qualification will be considered.
- Proven experience in the operational responsibility for delivery of services in a mid to large size branch library.
- Valid Victorian drivers licence preferred.

This position is subject to a satisfactory Police Check prior to commencement and at on-going intervals during employment with Whitehorse Manningham Regional library Corporation.

INHERENT REQUIREMENTS OF THE POSITION

The position includes a significant component of public floor desk duties. Substantial manual handling is an inherent physical requirement of working in this role.

Task	Performed Often (5+ times in one shift or sustained for 30 minutes)	Performed Sometimes (Less than 5 times in one shift)	Never / Rarely Performed
Passive			
Keyboard duties	✓		
Reading tasks	✓		
Writing tasks	✓		
Telephone duties (incoming and outgoing calls)	✓		
Sitting (extended periods)	✓		
Walking / Standing (brief periods)	✓		
Walking / Standing (extended periods)	✓		
Climbing stairs		✓	
Driving a car		✓	
Manual Handling			
Lifting / carrying < 20kg		✓	
Lifting / carrying > 20kg			✓
Pushing / Pulling trolleys	✓		
Bending, squatting or reaching	✓		
Repetitive arm / wrist movements	✓		
Bending or twisting spine	✓		
Looking up/down	✓		
Reaching forwards or sideways	✓		
Gripping or grabbing	✓		
Sensory			
Fine Hand Coordination		✓	
Hearing – hold direct conversation	✓		
Hearing – telephone	✓		
Visual – read materials and signage	✓		
Emotional			
Exposure to challenging conversations and behaviours		✓	
Dealing with grief and loss		✓	
Communicating with elderly patrons	✓		
Communicating with Non-English speaking patrons	✓		
Providing empathy and support	✓		

Note: This table is not an exhaustive of all the job factors, however forms a basic capability guide to the activities required to undertake the role.

HOURS OF DUTY

Engaged on the basis of a 36 hours week.
The incumbent will be required to undertake shift work, including evening and weekend work.

REMUNERATION

In the range Band 6A – 6C

SELECTION CRITERIA

- Relevant qualifications and experience.
- Demonstrated management, leadership and change management abilities.
- Ability to provide strategic advice in the development of outreach services.
- Demonstrated, sound oral, written and influencing skills.
- Strong commitment to quality and customer service.
- Knowledge of and commitment to the principles of Equal Employment Opportunity and Occupational Health and Safety
- Demonstrated understanding of current professional issues within the public library and information industry.

GENERAL EMPLOYMENT CONDITIONS

1. General Conditions

- WMRLC employees are required to observe all Corporation policies, codes of conduct and follow work instructions and relevant regulations.
- All positions may be required to work at any service point within the Region.
- Employees are expected to manage Corporation records in accordance with the relevant policies and procedures.
- Working conditions are governed by the WMRLC Enterprise Agreement.

2. OH&S and Risk Management

All staff are expected to:

- Follow established safe operating practices, procedures and instructions;
- Take reasonable care for their own OHS and that of their colleagues;
- Seek assistance when unsure of practices and procedures to perform a task;
- Report all hazards, incidents, injuries, near misses and potential risks as soon as practicable to their supervisor;
- Actively participate and contribute to preventative OHS strategies, audits, team meetings and training.

Staff in a supervisory role must ensure that safe work practices are observed and issue instructions in relation to or cease unsafe work practices in the workplace.

3. Equal Opportunity, Human Rights and Bullying

The Corporation is committed to the principles of Equal Opportunity and Human Rights and believes that all employees should be able to work in an environment free of discrimination and harassment. Staff are encouraged to support each other in creating and maintaining an environment that is free of harassment.

All employees of the Corporation have a responsibility to treat each other fairly and with respect and act in accordance with the Occupational Health and Safety, Equal Opportunity and Bullying in the Workplace policies. As an employer, the Corporation will not defend or support discriminatory actions of staff that are unlawful.

4. Code of Conduct

All staff are required to observe the standards of conduct and behaviour outlined in the Code of Conduct. A breach of the Code may result in counselling and disciplinary action. A substantial breach may result in termination of employment.

5. Privacy

The Corporation is committed to complying with the Victorian Privacy and Data Protection Act 2014. The Corporation recognises the importance of the privacy of personal information collected by the Library Service and is committed to ensuring that personal information is appropriately stored and managed. All employees are required to follow the Corporations Information Privacy Policy at all times.

6. Child Safety Commitment

The Corporation is committed to the safety and well-being of all children and young people participating in our programs and visiting our libraries. All employees are expected to adhere to the Corporation's Child Safe Policy, acknowledging their right to be treated with respect and protected from harm.

ACKNOWLEDGEMENT

I _____, have read and understood the position description and agree to perform in the position of Outreach / Branch Manager as per the requirements of the position description.

(Employee signature)

Date

(Manager Library Operations)

Date