

Position Description

Position Title:	Family Literacy Project Officer
Business Unit:	Library Services
Department:	Community Arts, Culture and Library Services
Directorate:	Community Services
Classification:	Band 5
Date:	June 2022
Reports to:	Team Leader Family Literacy Project
Supervises:	Supervises volunteers as required
Internal Liaison:	Library branch staff / Team Leader Family Literacy Project – regularly Library Management Team / other Council staff - occasionally
External Liaison:	Education providers / Community Agencies relevant to the project Program participants, partners and parents

1. Position Objectives

The primary objectives of the position are to:

- Implementation and reporting of The Family Literacy Project by working to transform literacy into a shared pleasure and a valuable skill shared by the whole family, helping to develop a critical mass of community members of all ages who see literacy as important and enjoyable.
- Build effective relationships between schools, teachers, students, and parents to emphasise the importance of the parent/caregiver as the children's first educator and support them in assuming this role.

2. Key Responsibility Areas / Position Specific Responsibilities **Also refer to Appendix 1 - Additional Key Responsibility Areas / Position Specific Responsibilities for all employees*

Main areas of responsibilities will include but is not limited to:

Policy and Planning

- Develop and implement specified literacy-promoting programs and activities to support the aims of The Family Literacy Project, assisting and encouraging disadvantaged and hard-to-reach families and children to engage with the Libraries and the services available.

Community Development

- Develop and maintain Reading Buddy programs to enhance literacy, language and learning outcomes for participating families and their children, establishing, and supervising a volunteer program to provide literacy-related support to families and children in specified locations across Greater Dandenong.
- Support families to engage in literacy-related activities and regular shared reading in ways that are enjoyable and engaging, advising, and assisting families on ways to give their children ample access to books and to select literacy-promoting activities and materials suited to their child's age and needs.
- Encourage regular Library visits and help families to appreciate the value of increasing their own exposure to print, supporting literacy events generally in line with Project goals.
- Develop and maintain positive relationships with primary schools, primary school teachers, caregivers and related agencies and individuals as well as contributing to the development and delivery of Library Services beyond traditional site-based service models.

3. Overall Position Accountability and Authorities

The position is directly held responsible for:

- All work performed by the incumbent falls with the strategic aims and objectives of the Greater Dandenong Libraries' The Family Literacy Project and is consistent with the Municipal Early Years Plan, Library Strategy and overall Council policies and practices.
- Accordingly, for resource supervision, the freedom to act is governed by clear objectives and/or budgets, frequent prior consultation with the Team Leader Family Literacy Project / Library Programs and Learning Coordinator and a regular reporting mechanism to ensure adherence to plans.
- When providing specialist advice to clients or to regulate clients, the freedom to act is subject to close supervision or to clear guidelines. The effect of decisions and actions taken on individual clients may be significant, but the decisions and actions are always subject to appeal or review by the Library Programs and Learning Coordinator.

4. Judgement and Decision-Making Skills

Judgement and decision making will be within the following scope:

- Objectives of the work are usually well defined but will involve solving problems, using procedures and guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience.
- Problems are occasionally of a complex or technical nature with solutions not related to previously encountered situations and some creativity and originality is required.

Independently:

- Apply specialised skills, experience knowledge, techniques, practices, and principles to daily project delivery, resolving complex service issues using professional knowledge, experience, and the skilled application of allocated Library Services resources.
- Exercise initiative, discretion, judgement, and effective problem solving in the daily management, coordination, and support of literacy-based programs, seeking positive outcomes within guidelines for difficult situations and emergencies.

With Input:

- Implement, develop, and monitor extended Literacy Project services in accordance with documented guidelines.

Recommends and Identifies:

- Changes and enhancements to program delivery to in order to achieve project outcomes.

Guidance:

- Guidance and advice would usually be available from the Team Leader Family Literacy Project in the time required to make a choice.

5. Specialist Skills and Knowledge

The essential position requirements include:

- This position requires an understanding of the implementation process for The Family Literacy Project extending literacy-enriching activities to families and children up to the age of 12, and its relationship with the provision of library services to the community.
- Knowledge and links to contemporary Community Building policy, theory, and practice to enhance community participation and involvement. Interpretation of policy and relevant theory requires an understanding of the underlying principles involved as distinct from the practices.
- Ability to resolve operational problems such as project coordination with other agencies, as well as facilitating interface with affected clients and groups.
- Supporting the project requires an understanding of role and functions of the Team Leader Family Literacy Project, Library Programs and Learning Coordinator and the overall function and long-term goals of the Library Services Unit, its context within the Community Services Directorate and an appreciation of the goals of the organisation.

6. Management and Interpersonal skills

The essential position requirements include:

- The position requires skills in managing time, setting priorities, and planning and organising one's own work and in appropriate circumstances that of volunteers so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- The ability to gain cooperation and assistance from external agencies, students, parents, schools, other council employees in the administration of well-defined activities including the supervision of registered volunteers where appropriate and problem-solve with Project partners, schoolteachers, community groups and council colleagues on specialist matters in order to achieve sustainable outcomes of the project.
- High level interpersonal, written, and oral communication skills, along with conflict resolution, advocacy, problem-solving and networking skills, preparing external correspondence, and writing reports in their field of expertise, preferably along with experience in regular reporting and use of reporting software.

7. Qualifications and Experience (Key Selection Criteria)

Selection of the most suitable applicant will be based on the following:

Essential Qualifications and Experience:


- Degree or Diploma course Education or relevant areas of Library Services with little or no relevant work experience, or through lesser formal qualifications with relevant work skills, or through relevant experience and work skills commensurate with the requirements of the role. Relevant skills, knowledge and experience should include, demonstrated:
 - Understanding of Community Development principles, familiarity with literacy-promoting resources, the importance of early childhood literacy as well as the ability to work strategically across Library Services, Council and Community.
 - Understanding of Department of Social Services Data Exchange and SCORE reporting systems
 - Skills, experience, and ability working creatively and effectively in partnership with families, caregivers, their school-aged children from diverse socio-cultural, literacy and language backgrounds and key community stakeholders including schools and other service providers.
- Self-motivated and flexible, with ability to prioritise, multi-task, plan and organise work to meet deadlines within established parameters in cooperation with other staff.
- High level interpersonal, written, and oral communication skills, along with conflict resolution, advocacy, problem-solving and networking skills, preparing external correspondence and writing reports in their field of expertise, preferably along with experience in regular reporting and use of reporting software.
- A current (and ongoing) valid Victorian Driver's License as well as satisfactory (and ongoing) Working with Children Check and Police Checks supplied prior to offer of employment and commencement.

8. Notes and Comments


Verification

We certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

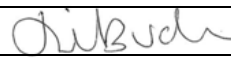
Prepared by:

Name:	Koula Kalaitzoglou	Signature:	
Date:	June 2022		

Acting Manager:

Name:	Sarah Hill	Signature:	
Date:	June 2022		

Acting Director:

Name:	Tilla Buden	Signature:	
Date:	June 2022		

Position Occupant:

Name:		Signature:	
Date:			

Inherent Physical / Cognitive Requirements of the position

Not specific to this role (the position does not require more than 10-15% manual handling. A Task Analysis to identify detailed Physical Requirements of the role is not required).

Authorised by: Monique Godbehere

Signature

Date ___/___/___

Cognitive Demand	Yes	No
Regular communication with team/work mates	✓	
Regular communication with others	✓	
Verbal instruction and supervision of others		✓
High concentration	✓	
Planning and problem solving	✓	
Job/task organisation	✓	
Short-term memory	✓	
Long-term memory	✓	

Position Description

APPENDIX 1

Additional Key Responsibility Areas / Position Specific Responsibilities for all employees

Business Unit Responsibilities

- Undertake Emergency Management duties as required by assisting in Emergency Management activities.
- At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees.
- Make an ongoing, positive contribution to the Directorate.

Change Management

- Positively embrace, adopt and meet the challenges of change as it occurs within the organisation while possessing a 'can do' attitude in order to embrace new tasks and to assist others.

Team Effectiveness

- A demonstrated ability to work in a team environment and actively participate as a committed and valued team member to ensure a cohesive approach to achieving team and corporate objectives.
- Be a team player and adopt team practices that support a team approach across the organisation by supporting each other in a team environment to recognise individual team achievements and achieve team targets.

Organisational Requirements

- A committed employee, behaving in a manner consistent with personal and professional workplace standards as outlined in Council's Code of Conduct and other Council policies, procedures and guidelines.
- In accordance with the responsibilities of your role, positively support Council's response to the climate emergency by helping facilitate a whole-of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.
- Make a positive contribution to Council and be mindful of the requirements outlined in the Victorian Charter of Human Rights in the provision of service delivery while respecting the rights of colleagues and customers at all times.
- Act respectfully, responsibly and be accountable for your actions.
- Adhere to Council's occupational health, safety and return to work (RTW) policies and procedures and participate in health and safety training programs and initiatives.
- Understanding of and ability to work with diversity within the workplace and community.
- Perform other duties as directed within the limits of acquired skills, knowledge and training.
- Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.