



Position title	Regional Literacy Officer
Classification	Band 5 Level A-D
Date	August 2024

Role

The key role of the Regional Literacy Officer (RLO) is to deliver high-quality literacy outcomes for our community, staff and 'Your Library'.

The RLO provides creative and dynamic leadership to support the development of library literacy across the communities of Knox, Maroondah and Yarra Ranges.

They will:

- a) demonstrate a commitment to our communities and ensure that community members have the supported opportunity to develop the literacy knowledge, skills and attributes they need to thrive in a rapidly changing and complex world.
- b) be pivotal in ensuring outstanding learning opportunities are provided to community members along with the ongoing improvement of learning outcomes.
- c) develop and nurture a partnership approach with relevant community stakeholders.

The RLO will lead by example by bringing commitment and skills to the workplace that exemplifies teamwork, quality services, and open communication.

The RLO will ensure that our employees and communities have the skills to access information, learning and leisure in a secure environment.

Organisational Relationships

The RLO reports to the Corporate Manager Customer Experience, and works closely with the branch managers and team leaders.

The RLO works closely with our library staff, children's officers, digital literacy and eLearning officers to deliver the best outcomes for our community.

Other relationships include (but not limited to):

Internal:	External:
------------------	------------------

- | | |
|--|--|
| <ul style="list-style-type: none">• Chief Executive• Corporate Managers• Business & Technology | <ul style="list-style-type: none">• Knox, Maroondah and Yarra Ranges Councils Councillors & staff.• Local communities and groups (including businesses) of the three-member |
|--|--|



- Customer Experience
 - Operations
 - All Your Library staff
- Councils — both users and non-users of library services.
- Educational institutions and regional organizations.

Responsibilities

The RLO will play a positive role in ensuring the Corporation delivers strategies that will achieve the objectives outlined in the Corporate Plan.

Working with the Corporate Manager Customer Experience, the RLO will:

Strategic Focus

To promote the development of literacy throughout the community, in order to increase personal wellbeing and inspire a love of lifelong learning.

- This will be achieved by:
 - ✓ Initiating, planning, delivering and evaluating region wide literacy programs and activities to develop pre-literacy and literacy skills in the community.
 - ✓ Connecting literacy as a recreational and cultural activity.
 - ✓ Working in partnership with community groups, educational institutions and the wider community to foster and develop literacy programs.
 - ✓ Providing resources to promote and market the library's collections including developing online content to support new literacy learning.
 - ✓ Liaising with Collections Manager to identify collection needs and issues.
 - ✓ Initiating and applying for grants and other funding to implement innovative literacy programs.
 - ✓ Liaising with community groups to promote information literacy.
 - ✓ Coordinating region wide activities linked to literacy-based programming.
- Contribute to the continuous improvement and development of ERLC by participating in activities and services development such as: library and learning staff forums, training programs, specialist meetings as required.
- Bring commitment and skills to the workplace that exemplify teamwork, quality services, and open communication.

Literacy

- Contribute to the development of Library Corporate Plan by identifying projects to ensure programs respond to community interest and learning needs.
- Develop and maintain partnerships with key stakeholders in the local community to encourage and promote library participation.



- Participate in and contribute to wider library and professional networks to ensure that best practice and relevant service innovation are delivered.
- Work with the Customer Experience Team (Digital Literacy and STEAM), Social Media and Children's Teams) to help integrate and educate staff and the community on literacy.
- Work with the Corporate Manager Customer Experience to monitor and present relevant data, trends, successes, exceptions in relation to literacy.
- Using Literacy Programs to build an active network that promotes Your Library.
- Regularly feedback insights gained to help develop strategies for corporate planning.

Training and Events

- Develop and facilitate training to the community to facilitate positive literacy learning outcomes and the use of resources available in the library and community.
- Develop, facilitate and deliver training to our staff to facilitate positive literacy learning outcomes and the use of resources available in the library and community and staff
- Organise outreach events, including training, promotion, annual festivals, etc. (amongst others) to entertain and educate the community.

Authority and Accountability

The RLO is accountable for effective programs and events to promote literacy.

The position is required to work in a collegiate way with branch staff and other staff to initiate, develop, implement and evaluate programs and activities.

The position is required to develop partnerships with community and other like groups under the guidance of the Corporate Manager Customer Experience. The position is responsible to the Corporate Manager Customer Experience for the allocated budget to this area.

The RLO has the authority to make independent decisions for the day-to-day operational requirements as described within this Position Description.

Judgement and Problem Solving

The RLO follows established guidelines and protocols for developing and organising programs and events. It is expected that the position will:

- Resolve problems, within the framework of Your Libraries goals, policies, budget and resources.
- Evaluate and make recommendations for continuous improvement relating to library services.
- Recognise issues requiring consultation with the Corporate Manager Customer Experience.



Specialist Skills and Knowledge

The RLO requires:

- a) Demonstrated experience and knowledge in developing programs and services in relation to literacy including an understanding of the pedagogy of reading.
- b) The position requires community development experience; awareness of social and cultural diversity; an understanding of literacy development; and proficiency in the use of technology and digital resources.
- c) Considerable acumen in building positive relationships with employees and the community.
- d) Understand learning techniques and the ability to create learning packages.
- e) An understanding of the role and function of public libraries in the community and how they contribute to life-long learning
- f) A broad understanding of emerging issues that affect the provision of library services and programs.

Management Skills

The RLO requires the following management skills:

- a) Setting priorities, time management, planning and organising own work and that of the team.
- b) Effective supervisory skills and ability to provide support to other staff when necessary with training or implementation of policies and procedures.
- c) Ability to train and supervise other staff in the execution of established procedures.
- d) Personal commitment to improving own knowledge and skills.

Interpersonal Skills

The RLO will have:

- a) Persuasive skills to resolve problems or provide specialised advice.
- b) The capacity to work with people at all levels, motivate others and change people's attitudes when necessary.
- c) Written and spoken communication skills to inform and advise others clearly.

Selection Criteria - Qualifications and Experience

The RLO will have:

- a) A degree or diploma in a relevant field; or relevant experience in literacy development.
- b) Demonstrated experience and knowledge in developing programs and services in relation to reading and literacy including an understanding of the pedagogy of reading.



- c) Community development experience; awareness of social and cultural diversity; an understanding of literacy development; and proficiency in the use of technology and digital resources.
- d) A demonstrated understanding of literacy learning provision and of the barriers faced by all ages with low-level literacy skills.
- e) A broad understanding of and experience in the management, promotion and delivery of community focussed programs and strategies, including the use of technology to support learning.
- f) High level interpersonal communication, relationship building and networking skills, including the ability to function effectively in a team environment.
- g) Several years' demonstrable experience in event planning and program delivery workshops supporting literacy.



General employment conditions

The RLO must:

- Perform the duties of the position [refer to the Position Description].
- At all times comply with the terms of these employment conditions, the Enterprise Agreement, and any Industrial Instrument which applies to the RLO.
- Comply with relevant Corporation Policies and Codes of Conduct as in force from time to time.
- Be accountable to the Chief Executive Officer or their delegate.
- Devote the RLO's whole time and attention to the duties during the hours reasonably required to properly perform the duties.
- Carry out all lawful instructions and directions of the Chief Executive Officer, or their delegate.
- Carry out and perform the duties lawfully and to the best of the RLO's ability and judgment and to the satisfaction of the Chief Executive Officer or their delegate.
- Promote the aims and objectives of the Corporation.
- At all times comply with the provisions of the Local Government Act (the Act) and any other legislation applying to matters within the scope of the RLO's employment.
- Attend such meetings of the Corporation and Corporation Committees as may be necessary or as directed by the Chief Executive Officer other than when on approved leave.

Specific employment conditions

The RLO is employed based on these job-specific conditions:

1. The ordinary hours of work are thirty-eight (38) hours per week, together with such reasonable additional hours as may be necessary for the performance of the duties.
2. While based at ERLC Admin in Scoresby, the employee can be required to work at any ERLC library.
3. The incumbent must have flexibility to attend events and programs; this may include evenings and weekends. Appropriate penalty rates will be paid when applicable.
4. The incumbent will receive a rostered day off once a month.
5. The applicant must:
6. Hold current Police and Working with Children Checks, or be prepared to undergo such checks at Your Libraries expense.
7. Hold a current Driver Licence.
8. **COVID -19 Vaccination:** In accordance with ERL requirements employees/volunteers/work placement students are required to demonstrate evidence of an approved COVID-19 Vaccination status. You must also undertake booster vaccination(s) in accordance with any future directions from the Chief Health Officer or Delegate.



9. **Influenza Vaccine:** When engaging in outreach programs, you may need to liaise with external community groups/children's groups/parenting groups etc in differing facilities (schools, kinder, aged care facilities etc). To meet their Service Plan/Entry requirements, if required you will have to demonstrate evidence of an approved Influenza Vaccine status.

Expenses payable by the Corporation

The Corporation must meet the following expenses:

1. Reimbursement or payment of the reasonable costs of the RLO attending conferences, seminars, in-service training courses and study as approved by the CMO as reasonably necessary to enable the RLO to perform their duties.
2. Reimbursement or payment of the reasonable costs necessarily incurred by the RLO as a result of the RLO's performance of their duties, including the use of a private vehicle for work duties.

The Corporation may require reasonable documentary evidence of expenses before meeting those costs.

Conflict of interest

The RLO must not engage in any additional business or employment which conflicts with the interests of the Corporation, the requirements of the position, or the ability to perform their duties.

If there is any risk of such a conflict occurring, the RLO must immediately notify the Chief Executive Officer and obtain the Chief Executive Officer's written consent to engage or continue in that additional business or employment.

Risk management

Employees are responsible for taking all reasonable steps to ensure they are aware of the inherent risks associated with their work and for taking appropriate action to minimise or eliminate such risks. The physical requirements (amongst others) are listed below.

Physical requirements of the position

Daily work will mainly be performed in an office setting, with exposure to those conditions normally expected to be encountered in an indoor environment. The work environment may include uneven surfaces and stairs.

Specific requirements of the role include:

- Moderate to strenuous physical demands, consisting of the ability to sit, stand, stoop, reach, bend, climb, lift and pull using safe manual handling practices.
- Ability to lift and carry light loads.



- Being able to:
 - See and hear in the normal range, with or without correction.
 - Communicate well both verbally and in written form.
- Stamina to work long hours, if assigned.

Pre-existing injury/illness

Your Library needs to be aware of any pre-existing injury/illness that would affect the employee's ability to safely and durably perform the inherent requirements of the job.

The employee must notify Your Library in writing of any pre-existing injury/illness that may be affected by the inherent requirements of this position.

Failure to disclose relevant information in regard to a pre-existing injury/illness that might be affected by the nature of the proposed employment could result in that injury/illness not being eligible for future compensation claims. [see section 82(8) of the Accident Compensation Act 1985].

The successful applicant will also undergo a medical examination at Your Libraries cost.

Probationary period

An initial six (6) month Probationary Period will apply to the position. While Your Library will make every effort to achieve a successful outcome to the Probationary Period through constant feedback, Your Library reserves its right not to appoint the employee to this role. The Probationary Period may be extended for a further period of six (6) months, if in the opinion of Your Library this is required, before considering the permanent appointment of the employee to the role.

