

POSITION DESCRIPTION

Position Title	Program Instructor		
Position Number	M23		
Department	Technical Services		
Award Classification	Band 5		
Reports To	Manager Collections and Information Services		
Internal Liaisons	Coordinator Partnerships and Programs, Coordinator Marketing and Communications, Manager Library Operations, Branch Managers and Team Leaders.		
External Liaisons	Project partners: Service providers Onemda and Nadrasca. Program participants. Library event attendees.		
Supervises	Program participants		
Probationary Period	6 months	Working with Children Check	Required
Date Approved	December 2020	National Police check	Required

OUR ORGANISATION



Our Vision

A library open for all to discover a world of possibilities.



Our Mission

To provide opportunities that inspire our community to read, learn, connect and create.

Our Values

Respect – We acknowledge our diverse community and support equal access to services by all.

Integrity - We are open, honest and accountable in the way we conduct our business.

Community Driven – Our services and the way we deliver them are shaped by the needs and aspirations of our community.

Collaboration – Together we develop positive relationships and partnerships that strengthen our services and their impact.

Excellence - We aim for excellence and strive to find new ways to improve how we work and deliver services.

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:

- Contribute to the development and achievement of Corporate and Team goals.

Operational:

- Deliver a pilot program providing the opportunity for adults living with an intellectual disability to gain work-ready skills through work experience in library events management

KEY RESPONSIBILITY AREAS

Training and Program Delivery

- Design, develop and document library events management course curriculum based on participants' needs
- Deliver training to nominated WML staff members focusing on effective communication with program participants
- Deliver program to project participants in conjunction with nominated WML staff
- Evaluate and monitor participant progress
- Support participants to design, plan, host and evaluate a public library event in accordance with risk management, contracts, occupational health and safety and budget requirements.

Industry liaison and consultation

- Liaise with project partners to identify participant needs and priorities
- Represent the library at events as required.

Documentation and Administration

- Participate in project evaluation with WML staff
- Participate in the creation of a framework/toolkit with recommendations for replication or extension of the pilot program to other library services.

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 Collections and Information Services for the effective planning, delivery and reporting of pilot program.

The incumbent's authority and freedom to act is subject to clear guidelines. The incumbent fully briefs relevant managers on all issues of operational importance and issues which may impact on customer service, cost, or time schedules.

JUDGEMENT AND DECISION MAKING

Decisions made impact on the nature and quality of services provided, and on local community perceptions of those services.

The objectives of the work are usually well defined but the particular approach to be used may be selected from a range of available alternatives.

The work may involve solving problems using established procedures and guidelines and prior professional or technical knowledge. Independent judgement may be required but guidance and advice would usually be available within the time required to make a choice.

KEY COMPETENCIES

Specialist skills and knowledge

- Demonstrated knowledge and experience in teaching and learning as related to adults with an intellectual disability
- Experience in conducting program evaluation and documentation
- Knowledge of innovations and emerging issues in disability support provision
- Ability to develop a strategic approach for integrating library public programs with pilot program objectives
- Strong computer skills including willingness to embrace new technologies.

Management skills

- Ability to prioritise and achieve work objectives within specified time frames
- Supervisory abilities
- Support for the achievement of team objectives before individual goals
- Knowledge of and commitment to the principles of Equal Employment Opportunity and Occupational Health and Safety.

Interpersonal skills

- Sound, friendly, helpful and efficient oral and written communication skills
- Ability to gain the co-operation of others
- Ability to maintain good working relationships with local community organisations, agencies and service providers
- Excellent oral and written communication skills
- 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.

QUALIFICATIONS AND EXPERIENCE

- Knowledge and experience in teaching and learning as related to adults with an intellectual disability
- Relevant tertiary qualification (e.g. Degree or Diploma in Disability Practice or TAE40110 Certificate IV in Training and Assessment) highly regarded
- Valid Victorian drivers licence preferred.

HOURS OF DUTY

- Engaged on the basis of a 38-hour week pay scale
- Some evening and weekend work may be required

REMUNERATION

In the range Band 5A – 5D

SELECTION CRITERIA

- Relevant qualifications and experience
- Demonstrated understanding of current professional issues within disability support provision

- Ability to foster and maintain positive partnerships with key stakeholders
- Demonstrated experience in the successful development, delivery and evaluation of programs
- Ability to achieve required budget outcomes
- Demonstrated, sound oral, written and influencing skills.

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.

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.
- 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 Program Instructor as per the requirements of the position description.

(Employee signature)

Date

(Manager Collections and Information Services)

Date

Please return the signed Position description to Corporate Services for inclusion on the employee's file.