

Position Description

Position Title	Outreach Storyteller Volunteer		
Position Number	V8		
Award Classification	Volunteer – no classification		
Reports To	Outreach Services Librarian or Home Library Staff		
Internal Liaisons	Library Staff, Storytelling Volunteers		
External Liaisons	Staff and Residents at Aged Care Facilities		
Supervises	Nil		
Probationary Period	N/A	Mandatory compliance checks	Police Check & Working with Children Check

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 OBJECTIVE

To assist with the delivery of an adult storytelling program, delivered as part of Whitehorse Manningham Libraries' Outreach services.

KEY RESPONSIBILITY AREAS

Key responsibilities are:

- To deliver storytelling sessions at aged care facilities
- To facilitate group conversation with participants
- To prepare for storytelling sessions
- Collection and familiarisation of storytelling kit at least one month prior to each scheduled session
- To set up and pack up each session at the facility
- To provide social inclusion to patrons through personal connection.

- To liaise with supervising staff at aged care facility and supervising home library staff
- To record attendance statistics and participant feedback and forward to supervising home library staff

ACCOUNTABILITY AND EXTENT OF AUTHORITY

Volunteers are expected to:

- Provide regular updates to their supervisor regarding feedback on the program from participants and their carers
- Commit to their designated storytelling sessions
- Advise their supervisor as soon as possible if they are unable to attend their allocated session
- Attend training when required.

JUDGEMENT AND DECISION MAKING

Library staff or staff at the aged care facility will always be available to provide guidance and advice.

KEY COMPETENCIES

Specialist skills and knowledge:

- Ability to tell stories and engage in conversation with a group of adults within an aged care setting
- An understanding of the aging process (cognitive, physical, sensory and emotional changes) and how these changes may impact upon the story telling sessions
- Understanding of the function of the position within the organisation, including the application of relevant policies.
- Strong commitment to quality and customer service.

Organisational skills:

Commitment to deliver designated Storytelling sessions/group discussions on agreed days and weeks including time allocated for preparation for each session.

Interpersonal skills:

- Sound, friendly, helpful and efficient communication skills.
- Excellent English language skills and clear articulation
- Good conversational skills
- Support for the achievement of team objectives before individual goals.
- Commitment to providing services to people with a wide range of abilities and circumstances.

QUALIFICATIONS AND EXPERIENCE

Storytelling or teaching experience would be an advantage.

INHERENT REQUIREMENTS OF THE POSITION

Some manual handling is an inherent physical requirement of working in this role, which may involve collecting kit and materials from the library and setting up a display in the storytelling room at the facility.

Outreach Storyteller volunteers may be exposed to situations and conversations that require them to be supportive and empathetic.

SELECTION CRITERIA

- Organisation and communication skills
- Ability to contribute as a team member with a quality and customer service focus
- An understanding of issues relating to aging and disability, and the ability to connect with patrons in an aged care facility potentially with high care needs
- Ability to run group sessions including telling stories and generating interaction and conversation to encourage an enjoyable experience for participants
- Experience working in or visiting residents of an aged care facility is desirable
- Ability to understand and apply policies and procedures
- Valid Victorian driver's licence and access to a vehicle
- Satisfactory Police Check and completion of a statutory declaration if required

REMUNERATION

No remuneration.

GENERAL CONDITIONS

Occupational Health and Safety

Under the Corporation's Occupational Health and Safety Policy all volunteers are required to act responsibly and in a manner that does not put the health and safety of themselves or others in the workplace at risk. Volunteers must diligently observe and maintain a duty of care to themselves and all others within the work environment. All duties are to be performed in accordance with accepted work practices and procedures.

Equal Opportunity Human Rights and Bullying

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

All volunteers 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 or volunteers that are unlawful.

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 and volunteers are required to follow the Corporations Information Privacy Policy at all times.

Code of Conduct

All volunteers 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 a substantial breach may result in termination of the volunteer placement.

Child Safety Commitment

WML is committed to the safety and well-being of all children and young people participating in our programs and visiting our libraries. All volunteers are expected to adhere to the Corporation’s Child Safe Policy, acknowledging their right to be treated with respect and protected from harm. As part of WML’s commitment, all volunteers must hold a current Working with Children Check.

Vaccinations

Outreach Storyteller volunteers are expected to comply with Covid-19 mandated vaccination requirements. They must also comply with the vaccination requirements of the facility they are delivering a service to.

ACKNOWLEDGEMENT

I _____ have read and understood the position description and agree to perform in the position of Outreach Storyteller Volunteer as per the requirements of the position description.

(Volunteer signature)

Date

(Outreach Librarian signature)

Date

Office use only:

Signed Position Description must be scanned and stored in Content Manager.