

POSITION DESCRIPTION

Position Title	Coordinator Children & Youth Services
Position Number	BR14
Department	Branch Services
Classification	Band 6
Date Approved	September 2025
Probationary Period	6 months
Mandatory Checks	Working with Children Check and National Police 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.

OUR VALUES

				
Respect Treating everyone with respect, dignity and courtesy.	Collaboration Working together to achieve better outcomes.	Integrity Being open, honest and accountable.	Curiosity Being open to learning and exploring ways to improve.	Agility Being flexible and adaptable to change.

POSITION OBJECTIVES

Strategic:

- Provide strategic input into the management and development of library services for children and youth.
- Contribute to the development and achievement of Corporate and Departmental goals.

Operational:

- Manage and co-ordinate the provision of a range of educational, informational and cultural resources and activity programs for children, youth and their caregivers. Ensure services meet client expectations, while maintaining a focus on cost-effective operations, quality outcomes, and continuous improvement across the Children and Youth Services team.

KEY RESPONSIBILITY AREAS**Management**

- Significantly contribute to the development of Children's and Youth Services strategies and policy for consideration by the Manager Collections and Information Services and CEO.
- Contribute to the effective management of budgets across all areas of responsibility, ensuring resources are allocated efficiently and deliver measurable value and a positive return on investment.
- Contribute to the development of library policy, including monitoring, reviewing, evaluating and reporting on strategic action plan progress.
- Proactively develop and maintain strong community partnerships to expand the reach and impact of library children's and youth services.
- Ensure complete and accurate records relating to business activities are maintained and stored in accordance with Corporation policy.
- Contribute to the identification, preparation and evaluation of grant and sponsorship proposals.

Leadership and Human Resources Management

- Lead and develop an efficient, cost-effective and innovative children's and youth services team with committed staff focused on the achievement of corporate, departmental and team goals.
- Supervise and mentor children and youth program delivery staff to ensure they have the skills to deliver high-quality programs.
- Ensure all team members are proficient in contemporary best practice through continuous professional development, with a focus on early years literacy pedagogy.
- Regularly review and evaluate staff performance against expected service delivery standards and core competencies.

Programs and Collections

- Co-ordinate the development of relevant accessible and evidence informed children's and youth collections across the Region and co-ordinate monitoring of collection use and collection maintenance.
- Manage children's and youth programs across the Region with a focus on quality and sustainability. Implement robust evaluation methodologies to measure program outcomes and impact.
- Collaborate with other WMRLC coordinators to ensure the strategic scheduling of children's and youth programs and events complement broader library initiatives.

- Contribute to the development of Gender Impact Assessments for new or reviewed collections and programs of significance.
- Deliver children's and youth services and programs as required.

Occupational Health and Safety

- Provide a safe working environment in accordance with Occupational Health and Safety legislation and WMRLC policies and procedures.
- Fulfill the role of a Child Safety Officer in accordance with the Victorian Child Safe Standards.

Other Duties

- Participate in the provision of professional and customer-oriented library and information services and public floor duties as required, including the supervision of staff.

ORGANISATIONAL RELATIONSHIPS

Reports to: Manager Collections and Information Services

Supervises: Children's and Youth Services Team, Branch Services staff

Internal Contacts: Coordinator Partnerships and Programs, Manager Finance, Manager Library Operations, Coordinator Operations Support, Coordinator Marketing and Communications, Branch Managers, Information Services Librarians, staff at all levels.

External Contacts: Government departments and agencies, Council departments, educational institutions, other libraries and municipalities, service providers, professional associations, suppliers, community groups and local organisations, and library users.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The position is accountable to the Manager Collections and Information Services for:

- Efficient and effective management of Children and Youth Services, and the achievement of goals within pre-determined budgetary, quality and time constraints.
- Effective leadership and guidance in the achievement of Children and Youth Services goals.
- Provision of relevant and accessible Children and Youth collections.
- Provision of targeted and innovative programs which support the achievement of the Corporation's objectives.

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 Collections and Information Services or Branch Manager 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.
- Understanding of the concepts and principles of library services to children and youth and capacity to develop and deliver these services in a public library environment.
- Knowledge of innovations and emerging issues in the provision of Children's and Youth Services to the public.

Management/organisational skills

- Ability to lead and motivate.
- Sound human resource management skills.
- Ability to contribute to the strategic direction of the Corporation.
- Strong commitment to high quality customer service.
- Experience in the use of computers and a variety of software tools.
- Knowledge of and commitment to the principles of Equal Employment Opportunity, Child Safety Standards and Occupational Health and Safety.
- Ability to effectively manage budgets.
- Ability to set priorities, plan, and manage time effectively to achieve objectives within a set timeframe.

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 oral and written communication skills.

QUALIFICATIONS AND EXPERIENCE

- Tertiary librarianship qualification which confers eligibility for professional membership of the Australian Library and Information Association (ALIA) as a librarian; or a relevant tertiary degree qualification and a commitment to gain ALIA recognised qualifications.
- Demonstrated experience leading literacy-focused youth services delivery in a library environment, or other relevant sectors (eg. Education, Local Government)
- Valid Victorian drivers licence preferred.

INHERENT REQUIREMENTS

This position includes significant community contact and some manual handling.

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 38 hour week pay scale
- Some weekend and out of hours work may be required

SELECTION CRITERIA

- Proven experience in providing strategic direction and leading a team to achieve organisational goals; including demonstrated ability to contribute to policy and strategy development.
- Ability to manage allocated budgets.
- Proven expertise in developing, implementing and evaluating literacy-driven programs for children and youth.
- Experience in evidence-informed programming for children and youth, with the capacity to apply best practices in a public library setting.
- Demonstrated ability to supervise, mentor and foster the professional growth of staff.
- Demonstrated sound oral, written, negotiation and training skills.
- Knowledge of and commitment to the principles of Equal Employment Opportunity and Occupational Health and Safety.
- Relevant qualifications and experience.

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 are required to ensure compliance with safe work practices, provide appropriate directives regarding safety, and intervene to cease any unsafe practices observed 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 Corporation 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 Coordinator Children and Youth Services as per the requirements of the position description.

(Employee signature)

Date

(Manager Collections and Information Services)

Date