

Position Description

Position Title	English Language Instructor Applicable to Conversation Circle and Conversation Buddies		
Position Number	V7		
Award Classification	Volunteer – no classification		
Reports To	Branch Manager, Team Leader or Delegated Supervisor		
Internal Liaisons	Library Staff		
External Liaisons	Adult students, Library Patrons		
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 OBJECTIVES

- To instruct and assist adults learning English.
- To enable participants to improve their conversational English in a relaxed environment.
- To enable those who are instructing to build relationships with those for whom English is not their first language.

KEY RESPONSIBILITIES

- To meet with adults for whom English is not their first language and provide support with learning English. This may be provided on a one to one basis or to a group. Generally, meetings and classes will take place in a library branch, except where the class is offered in an online format.
- To interact with adults to encourage their comprehension of English.

- To encourage and support participants to practise conversational English in a relaxed environment.
- To maintain regular contact with their supervisor.
- To report on sessions conducted – including time, activities and outcomes.
- To plan practice activities to help adults develop English language skills in accordance with individual or group needs.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

Volunteers are expected to:

- Advise their supervisor or Branch Manager / Team Leader as soon as possible if they are unable to attend their scheduled session.
- Provide regular updates to their supervisor.

JUDGEMENT AND DECISION MAKING

Library staff are always available to provide guidance and advice.

KEY COMPETENCIES

Specialist Skills and Knowledge:

- Ability to read and write English proficiently
- Ability to convey knowledge to adult learners for whom English is not their first language
- Ability to help adult learners identify their language and literacy needs
- Ability to be culturally aware and empathetic to adults of diverse backgrounds

Interpersonal Skills

- Excellent communicator, well-organised, friendly, helpful and efficient
- The ability to represent the library to adult learners
- Confidence and ability to liaise regularly with library staff and able to seek support or advice when needed

QUALIFICATIONS AND EXPERIENCE

- Tutoring/training experience preferred but not essential.
- All volunteers are required to undertake a National Police Check prior to commencement and at regular intervals thereafter.

HOURS OF DUTY

- Requires a commitment to attend regular scheduled sessions as scheduled by agreement. A minimum commitment of at least one semester is preferred to enable program continuity.
- Scheduled sessions will be within library branch opening hours.

REMUNERATION

No remuneration. This position is unpaid and voluntary.

SELECTION CRITERIA

- Demonstrated, sound communication skills
- Strong commitment to community service
- Ability to work with people from culturally diverse backgrounds
- Demonstrated organisational skills
- Ability to apply policies and procedures
- Satisfactory National Police Check and Working with Children Check

GENERAL CONDITIONS

General Conditions

All WMRLC volunteers are required to observe all Corporation policies, codes of conduct and follow work instructions and relevant regulations.

Dress Code

Neat, casual and role appropriate.

Occupational Health and Safety

Under the Corporation's Occupational Health and Safety strategy all volunteers are required amongst other things, to act responsibly and in a manner which does not put the health and safety of themselves or others in the workplace at risk, diligently observe and maintain a duty of care to themselves and all others within the work environment and to perform duties 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/volunteers 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/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 that are unlawful.

Code of Conduct

All staff and 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.

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.

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. All volunteers must hold a current Working with Children Check.

Vaccinations

All volunteers are expected to comply with Covid-19 mandated vaccination requirements.

ACKNOWLEDGEMENT

I _____ have read and understood the position description and agree to perform in the position of English Language Instructor as per the requirements of the position description.

(Volunteer signature)

Date

(Supervisor)

Date