



ENERGISE YOUR CAREER

BE PART OF OUR WORLD



**POSITION
DESCRIPTION**



POSITION DESCRIPTION



| | | | |
|-----------------------|--|-------------------------|---|
| POSITION TITLE | Program Leader Library Services | CLASSIFICATION | Level Six (6) – Seven (7) |
| DIRECTORATE | Planning, Environment and Community Services | AWARD STREAM | Queensland Local Government Industry Award – State 2017 Award Stream A and Isaac Regional Council Certified Agreement |
| DEPARTMENT | Engaged Communities | REPORTS TO | Manager Community Hubs |
| POSITION NO. | | LAST REVIEW DATE | July 2024 |

A. ORGANISATION SUMMARY:

Isaac Region covers an area of around 58,000km² comprising 120km of Great Barrier Reef coastline and extending over 400km west to incorporate a rich agricultural and grazing heritage in addition to 27 operating coal mines producing the world's premier metallurgical coal. Our residential population of 24,275 is made up of families, young people, resources and agriculture sector workers, retirees and sea/tree changers spread across 17 unique communities including the larger towns of Clermont, Coppabella, Dysart, Glenden, Middlemount, Moranbah, Nebo and St Lawrence. It also includes the smaller communities of Carmila, Clairview, Clarke Creek, Greenhill, Ilbilbie, Kilcummin, Mackenzie River, Mistake Creek and Valkyrie. Our region is exposed to a range of global influences and drivers which present unique challenges to the local government professionals who serve it. In order to address these challenges, the organisation is heavily invested in growing our cultural leadership capability to deliver on the Isaac Vision which is Helping to energise the world. This work is being supplemented by a 5-year Isaac Capability Plan to help create the organisational settings which will be needed to address these external influences over the next 5-10 years.

B. DIRECTORATE SUMMARY:

The Planning Environment & Community Services (PECS) Directorate is accountable for planning and delivering Council's primary community and customer facing services. It also plans and delivers sustainable futures for Isaac's many communities as well as ensuring safe and liveable communities through its several regulatory functions. It integrates with other Directorates across Council to realise the Isaac Vision through a range of corporate, operational and business plans. In pursuing the Isaac Vision, the PECS Directorate is directed by its Noble Purpose of... Building communities through engagement, trust, innovation and value.

C. DEPARTMENT & POSITION SUMMARY:

Engaged Communities is one of five (5) departments making up the PECS Directorate. Its purpose is to *be the portal* through which the vast majority of the community's engagements, service requests, information needs and other transactions with Council are conducted. There are two main streams to the department: Community Engagement Programs and Events, and Community Hubs. The latter is based around Council's network of seven (7) community-facing facilities for program and service delivery, including libraries and customer services. They are the engine-room for the PECS *Noble Purpose of Building Communities through trusted customer service and creating value.*

POSITION DESCRIPTION



The Program Leader Library Services is responsible for leading and managing library services, ensuring the delivery of high-quality programs, services, and resources that meet the needs of the community. This role involves overseeing library operations, managing staff, developing and implementing policies, and fostering community engagement

D. DUTIES:

POSITION SPECIFIC ACCOUNTABILITIES / PERFORMANCE OBJECTIVES (INPUTS/OUTPUTS)

1. Supervise and provide coaching, mentoring, and guidance to officers in their area and the wider Community Hubs team. Develop and lead a high-performance, customer-centric library team through workforce management initiatives.
2. Present and maintain the library as a welcoming, inclusive, and safe space. Manage specific library collections to address community needs and support network collection outcomes. Address facility maintenance and liaise with venue stakeholders and contractors.
3. Lead library service delivery, including the development and delivery of best practice programs and technology-enriched experiences for all community members. Design, deliver, and train staff for face-to-face and online community programs.
4. Contribute to the review and enhancement of library services, processes, and strategies, including library upgrades. Support Community Hubs initiatives and service improvements.
5. In collaboration with the Digital Learning and Systems officer, manage digital infrastructure, software, and systems related to library services, ensuring they are fit-for-purpose and meet technology standards. Facilitate training for staff to deliver technology-enhanced experiences, including robotics, coding, and other STEM programs.
6. Support Council's community presence through library programs, literacy initiatives, and events. Facilitate funding opportunities and philanthropic support in the region.
7. Manage Council's reporting requirements and funding obligations to ensure compliance and quality standards are met. Prepare and monitor budget submissions and report on service outcomes.
8. Build and manage relationships with internal and external stakeholders, including local and regional partners, to deliver quality service outcomes and initiatives. Foster positive community outcomes through collaborative relationships.
9. Operate under limited direction with managerial responsibility for various functions. Control and coordinate projects in line with corporate goals. Travel to other office locations as needed to support service delivery.
10. Perform all duties in a professional and ethical manner, participate in teamwork, and maintain personal standards and competence. Apply a self-motivated, collaborative approach to problem-solving and undertake other duties as directed within the scope of skills and training.
11. Undertake any other duties, projects or service or development activities as reasonably directed within the scope of the employee's skills, competence and training.

E. KEY COMPETENCIES:

Knowledge and skills

Essential

1. Comprehensive understanding of library principles, methods, best practices, and collections, along with the information needs of assigned target audiences and connected learning principles.
2. Ability to foster effective collaborations within the section and among colleagues and community partners.
3. Proficient in analysing situations to make appropriate decisions and take necessary actions. Capable of coordinating service efforts and personnel assignments to meet diverse user needs. Skilled in

POSITION DESCRIPTION



supervising staff, guiding them in identifying priorities and best practices, and utilising technology to enhance staff efficiency and user education and convenience.

4. Excellent interpersonal, communication (both written and verbal) and organisational skills.
5. Strong face-to-face engagement capacity.
6. Capacity to work collaboratively, solve problems and resolve conflict.
7. Self-motivated with the ability to work individually and as an effective team member with a continuous improvement approach.
8. Strong customer service focus and ability to plan, design and deliver programs and events to the community in a face-to-face and digital setting.

Experience

1. A minimum three (3) years' experience working in a public library service.
2. Demonstrated ability to prepare and write reports, including acquittals and grant submissions.
3. Extensive knowledge of inclusive and contemporary library programs and services, including digital and on-line programs for culturally and linguistically diverse communities. Demonstrated experience providing technology-enriched programs, including the design of digital programs and technology support to staff and community members.
4. High level of interpersonal and customer service skills, with a proven ability to engage with people from a diverse range of communities and those with disability and special needs
5. Demonstrated ability to work autonomously whilst managing competing priorities and deadlines
6. Demonstrated knowledge and experience in maintaining a Library Management System, cataloguing, Copyright Law, Queensland Libraries Funding Agreements and Bibliographic Control;
7. Demonstrated knowledge of the publishing industry and vendor markets from which libraries acquire materials, equipment and services;
8. Ability to provide leadership, training and supervision to staff in a community-facing environment;
9. High level experience and knowledge of Microsoft Office suite.

Qualifications

Mandatory:

1. Tertiary qualifications in Library and Information Management or significant demonstrated experience and are eligible for Associate membership of the Australian Library and Information Association.
2. A current C Class Open Australian Drivers Licence. Ability to travel to other office locations in the region as reasonably required to deliver events, programs and engagement.
3. Blue Card from the Commission for Children, Young People and Child Guardian, or ability to obtain prior to commencement.

F. PHYSICAL DEMAND CATEGORY:

- Sedentary Work
- Light Duty - Frequent lifting / carrying of objects weighing up to 5kgs.
- Medium Work - Frequent lifting / carrying of objects weighing up to 10kgs.
- Heavy Work - Frequent lifting / carrying of objects weighing up to 25kgs or more.

POSITION DESCRIPTION



Audio-Visual Demands:

- Depth Perception Colour Discrimination Peripheral Vision Hearing (Avg)

Specific Actions Required:

This job may include:

- | Standing/Walking | Sitting | Driving |
|---|---|--|
| <input type="checkbox"/> None | <input type="checkbox"/> None | <input type="checkbox"/> None |
| <input type="checkbox"/> Occasional | <input type="checkbox"/> Occasional | <input checked="" type="checkbox"/> Occasional |
| <input checked="" type="checkbox"/> 1 - 4 Hrs | <input type="checkbox"/> 1 - 4 Hrs | <input type="checkbox"/> 1 - 4 Hrs |
| <input type="checkbox"/> 4 - 6 Hrs | <input checked="" type="checkbox"/> 4 - 6 Hrs | <input type="checkbox"/> 4 - 6 Hrs |
| <input type="checkbox"/> 6 - 8 Hrs | <input type="checkbox"/> 6 - 8 Hrs | <input type="checkbox"/> 6 - 8 Hrs |

Work Environment:

- | Attribute: | Yes | No |
|---------------|--------------------------|-------------------------------------|
| Chemicals | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Cold | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Dampness | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Fumes/Gases | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Heat/Humidity | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Heights | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Noise | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

Repetitive Motions:

- Simple Grasping Fine Manipulation Pushing & Pulling Finger Dexterity Foot Movement

This Job Will Require:

- | Manoeuvre | Frequent | Occasional | None |
|-----------|--------------------------|-------------------------------------|--------------------------|
| Bending | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Squatting | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Climbing | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Twisting | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Reaching | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

G. DELEGATED AUTHORITY AND ACCOUNTABILITY (in accordance with the Delegated Authorities Register):

Delegations as detailed in Council's Delegation of Authority register.

EXTENT OF AUTHORITY:

Position exercises a degree of autonomy and works under general direction with the freedom to act within established policies practices. The position must understand that their powers are limited to their delegated authority, and know and comply with any authority/obligation that comes with their powers.

H. WORK HEALTH SAFETY, QUALITY AND ENVIRONMENTAL OBLIGATIONS:

Workers and Others authorities and responsibilities include the following:

1. Comply with any and all policy, procedures and work instructions to ensure the requirements for health, safety, wellbeing, quality and environment are adhered to.
2. Take reasonable care for their own health and safety.
3. Ensure actions or omissions do not adversely affect the health, safety and wellbeing of others or the environment.
4. Comply with any reasonable instruction to comply with the Work Health and Safety Act Qld (2011).

POSITION DESCRIPTION



5. Immediately notifying their manager or Supervisor of any workplace hazard identified and rectify hazard if possible.
6. To participate in risk assessments utilising the 'Think ISAAC' risk model and ensure personal safety through the use of the personal risk assessments.
7. To use personal protective equipment if the equipment particularly is provided by Council and you are instructed in its use.
8. Raise any non-conformances with their supervisor.
9. Comply with the requirements of Council's health and wellbeing policy, including participation in medicals, obtaining vaccinations and maintaining a general level of fitness to work.
10. Participate in Council's rehabilitation and return to work processes as required.
11. Actively contribute to prevention of environmental harm, by compliance with any and all procedures.
12. Informing your supervisor as soon as possible of anything which may be harmful to the environment, for example, spills and leaks.
13. Consider and respond to internal and external customer needs in timely fashion.

Equipment Operated

1. Computer, motor vehicle

I. RESPONSIBILITIES:

Corporate Responsibilities

Code of Conduct

1. Compliance with Council's Code of Conduct, management directives and policies and procedures, ensuring that behaviour and conduct;
 - a. is in line with the expectations of Council as specified in the Code of Conduct, and
 - b. decisions are made based on the principles of sound ethics and sound judgement.
2. Act at all times in line with the Principles as outlined in Council's Code of Conduct. Specifically;
 - a. Integrity and Impartiality
 - b. Promoting the Public Good
 - c. Commitment to the system of government
 - d. Accountability and transparency

Conflict of Interest

1. Employees of Council have specific obligations relating to conflict of interest and where there may be a conflict of interest with Council activities or there may be a detrimental effect on the performance of the employee, other employment or contracts will not be undertaken without prior written approval from the CEO.

Other

- Commitment to Council's Corporate Plan.
- Commitment to Equal Employment Opportunity, Diversity and Merit principles.
- Commitment to ensuring a workplace free from harassment and discrimination.
- Efficient and effective utilisation of resources as allocated under the level of responsibility for this position.

J. GENERAL OBLIGATIONS:



POSITION DESCRIPTION

1. This is a description of the job as it is at presently constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with direct reports and may involve a representative of Human Resources. You will, therefore, be expected to participate fully in such discussions. It is the organisation's aim to reach agreement to reasonable changes where identified.
2. Employees may be required to undertake a variety of duties not related to their substantive role in times of disaster or significant organisational crisis.
3. All employees are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures.
4. All employees shall be required by the Council to obtain and to maintain the necessary registration and licences that such employee would normally be required to hold in order to fulfil their position.

K. CERTIFICATION:

1. The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

| | EMPLOYEE | DEPARTMENT MANAGER |
|-----------|----------|--------------------|
| NAME | | |
| SIGNATURE | | |
| DATE | | |

POSITION DESCRIPTION



Isaac Regional Council

We're delivering in a changing world



OUR VISION

Helping to energise the world.
A region that feeds, powers and builds communities, now and for the future.



OUR GOAL

To pursue long-term sustainable futures for Isaac's communities.



OUR VALUES

COMMUNITY FOCUS

We engage and communicate authentically with all Isaac communities to understand both their common and specific needs.

We will continuously improve how we address those needs to help future-proof our region.

TEAMWORK

We expect respectful relationships in our work together, to achieve.

We cultivate commitment through shared purpose, to create value.

CARING

We are committed to working safely and caring for the safety and wellbeing of our people and communities.

We believe that people matter.

POSITIVE WORK ETHIC

We do our best every day to have pride and enjoyment in our work.

We display accountability, transparency, procedural consistency and integrity.

We seek the highest possible practical outcomes in everything we do.

We practice the knowledge that how we do things is just as important as what we do.

At Isaac, the how matters.