



position description

POSITION TITLE	Multicultural Program Officer
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2024 - 2027
DIRECTORATE	Community and Partnerships
BUSINESS UNIT	Community Development
REPORTS TO	Library Engagement Coordinator
SUPERVISES	Nil
EMPLOYMENT STATUS	Casual
DATE	
EMPLOYEE NAME	

ORGANISATIONAL CONTEXT

Wodonga Council's vision for the city is to be seen as a 'progressive, well-planned city that is affordable, offers an abundance of opportunities and is led by strong, empathetic stewardship'. This vision will support us to realise our mission 'to strengthen the community in all that we do'.

POSITION OBJECTIVES

This position will work as part of the Hyphen team to deliver multicultural programs and meet the objectives of Funding Programs . This may include:

- Development and delivery of Storytime sessions in Vietnamese Language;
- Development and delivery of the Homework Help program
- Development and delivery of outreach programs
- Liaison with target community, provide advice to the Engagement Coordinator on building and navigating relationships ;
- Assist in the curation and processing of the library collection; and
- The provision of high quality customer focus to visitors to the venue

our values

TRUST - RESPECT - INTEGRITY - LEARNING

our mission

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

The position is accountable for:

- Working with the Library Engagement Coordinator and the Early Years and Children's Library Officer to develop and coordinate multicultural programs for members of the local community
- Develop and maintain ongoing relationships with community, schools, early learning organisations and specialty groups to ensure program engagement,
- Assist in the curation, development and maintenance of the library collection within special areas of expertise,
- Provide a welcoming and friendly customer focus to Wodonga community, including orientation, loans and information;
- Responsible for the quality, accuracy and timeliness of own work;
- The accuracy of information provided in response to customer enquiries; and
- Make recommendations on continuous improvement activities

Hyphen Reception Duties

As a member of the staff in the Hyphen building, as required perform concierge services from the Hyphen reception or other location including:

- Professionally represent Council as a frontline staff member at a key Council facility to provide a quality customer experience;
- Liaise with other staff and volunteers to ensure continuity of the quality customer experience at the facility;
- Answering customer queries at the counter, over the phone and online;
- Assisting customers with library material loans and returns;
- Assist customers with bookings of facilities, materials and services provided at the venue;
- Provide information about displays and events available at the venue, including gallery exhibitions and library activities;
- Refer customers to informational displays, including for visitor information;
- Support customer enquiries about the gift displays and process purchases of goods, tickets and other items and payment of fees and fines;
- Tidy and replenish informational and gift displays;
- Maintain the reception desk and associated areas so that it is clean and tidy and provides a positive customer experience;
- Enter data, including visitor information and statistics;
- Provide basic assistance to help community members to connect to the Wi-Fi network, and referral to IT Coordinator if questions are complex or outside of scope of understanding.

COUNCIL EMPLOYEE VALUES AND BEHAVIOURS

You are expected to demonstrate the values in your everyday work and your interactions with colleagues and the community.

Trust	<p>Talk straight – Say what you mean and mean what you say</p> <p>Create transparency – Do not withhold information unnecessarily or inappropriately</p> <p>Right wrongs</p> <p>Practice accountability – Take responsibility for results without excuses</p> <p>Extend trust – Show a willingness to trust others, even when it involves a measure of risk</p>
Respect	<p>Treat other people with courtesy, politeness and kindness, no matter what their position or opinion</p> <p>Listen first – Seek to understand others before trying to diagnose, influence or prescribe</p>
Integrity	<p>Tell the truth in an appropriate and helpful manner that does not compromise the organisation's objectives and values</p> <p>Keep confidences</p> <p>Do what you say you will do to the best of your ability</p> <p>Be open about mistakes</p> <p>Speak of those that are absent only in a positive way</p>
Learning	<p>Work together and learn from each other</p> <p>Continuously improve and innovate</p> <p>Be open to change</p> <p>There is a high degree of responsibility for results – delivery without excuses</p>

CAPABILITIES AND BEHAVIOURS

Demonstrate competency in each of the 7 capabilities of an Officer, according to the People and Performance Framework in Attachment 1, and practice the corresponding behaviours indicated for each capability.

JUDGEMENT AND DECISION-MAKING SKILLS

- Be organised and priorities daily and weekly activities.
- Determine appropriate action, perform tasks according to established practices and procedures and escalate issues appropriately.

SPECIALIST KNOWLEDGE AND SKILLS

- Demonstrated knowledge of story sharing and educational outcomes;
- Commitment to creating community connectedness;
- Well-developed written and communication skills;
- The ability to prioritise workload to achieve clearly defined objectives;

- The ability to deal effectively with the public and a proven commitment to customer focus;
- The ability to identify priorities, meet deadlines and work quickly and accurately under pressure;
- Demonstrated courteous disposition and helpful and friendly demeanor;
- The ability to work and plan effectively as a team member and have good interpersonal skills.
- The ability to communicate with and engage members of the CALD community

MANAGEMENT SKILLS

- Good time management and the ability to prioritise tasks.
- Meet deadlines, as discussed with the supervisor.
- Receive and follow directions from a supervisor and seek workload management support when required.
- Be honest and transparent in all dealings, and report suspected fraud or corruption.
- Understand risk and consider it when performing work
- Take care of own safety and wellbeing and that of other staff, and follow OHS procedures.
- Report hazards, risks and behaviours that may not comply with organisational or legislative requirements.
- Manage own time effectively, and work to deadlines.
- Maintain personal hygiene and meet dress standards set for the position, including to wear any uniform and use any personal protective equipment prescribed for the position and particular work duties.

INTERPERSONAL SKILLS

- Work cooperatively as part of a team.
- Maintain confidentiality as required.
- Document work according to established practices.
- Communicate effectively with other employees and external stakeholders.
- Gain cooperation and assistance from others (including other employees).

INFORMATION TECHNOLOGY SKILLS

Be computer literate and have the ability to quickly learn and adopt software programs used by the organization relevant to the position.

CUSTOMER SERVICE SKILLS

Meet customer service expectations to:

- Be honest, ethical and professional.
- Be helpful and courteous.
- Listen with respect and understand the customer's issues.
- Meet commitments made.
- Keep the customer informed.
- Ensure that the customer understands what is being said.
- Apologise if a mistake is made and attempt to make it right.
- Assist customers with physical, sensory or intellectual disabilities, to achieve equitable access to council

services.

EMERGENCY MANAGEMENT DUTIES

As and when required, assist in dealing with any emergency situation which affects the operation of the council and/or wellbeing of the community.

QUALIFICATIONS AND EXPERIENCE

- Experience in an education or community development or health or library setting
- Experience working with children
- Experience in liaising with community members including teachers, volunteers and families

LICENCES AND MANDATORY REQUIREMENTS

- National Police Check (required to be supplied by the employee or prospective employee prior to commencement)
- Victorian Working with Children Check (required to be supplied by the employee or prospective employee prior to commencement, and renewed as required)

EQUAL OPPORTUNITY EMPLOYER

Wodonga Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other protected attribute. We recognise our proactive duty to ensure compliance with equal opportunity and to eliminate all forms of discrimination.

INHERENT REQUIREMENTS OF THE JOB

For details of the inherent requirements of the job, please see Attachment 2.

COGNITIVE JOB DEMANDS

The position is required to operate at the Officer level and will be required to demonstrate the personal competencies and behaviours detailed in the People and Performance Framework attached. The cognitive demands of the role include:

- Having difficult or uncomfortable conversations.
- Meet performance expectations.
- Working in a professional capacity within the work environment.
- Being willing and able to adapt to change.
- Demonstrating resilience under pressure, and in changing and challenging circumstances.

Staff member signature

People and performance framework

CUSTOMER SERVICE AND COMMUNICATION		BUILD AND ENHANCE RELATIONSHIPS	PLAN, ORGANISE AND DELIVER
 <p>Understanding and valuing our customer needs to make sure we provide quality customer service.</p>		 <p>Collaborating and working with our people and community.</p>	 <p>Performing work to the best of our ability to deliver successful outcomes for our people and community.</p>
FUTURE FOCUS	PEOPLE DEVELOPMENT	MANAGE HEALTH AND WELLBEING	SAFETY AND RISK MANAGEMENT
 <p>Identifying ways we can do better and anticipating future opportunities.</p>	 <p>Looking after the personal and professional growth of our people.</p>	 <p>Recognising the importance of staff health and wellbeing.</p>	 <p>Prioritising safe and ethical behaviour and decision-making in everything we do.</p>

Customer Service and Communication

Demonstrates commitment to a high standard of service to customers and the community.

- Is helpful, shows respect, courtesy and fairness with staff and customers
- Demonstrates empathy and a willingness to assist
- Communicates information clearly
- Listens and asks questions to understand customer needs and point of view
- Proactively seeks solutions and keeps customers informed of progress
- Operates within council procedures and policies
- Writes in a way that is logical and easy to follow

Build and Enhance Relationships

Works co-operatively and effectively with others.

- Demonstrates clear, open and honest communication
- Works constructively to resolve conflict
- Shows enthusiasm to help others
- Listens and respects the value of different views, ideas and ways of working
- Builds and sustains positive relationships with staff and customers
- Actively participates in team and other activities
- Keeps others informed and seeks clarification when required

Plan, Organise, Deliver

Organises and prioritises own work to meet work commitments.

- Demonstrates effective use of time and resources to meet expectations and achieve outcomes
- Understands what is required of the role and how this contributes to team priorities
- Keeps appropriate people informed on progress of tasks and projects
- Seeks information when required, demonstrates initiative
- Undertakes to complete all tasks with a positive, can-do attitude

Future Focus	
Looks for improvements and is adaptable to change.	<ul style="list-style-type: none"> • Understands council vision and purpose and how their role fits in • Is willing to adapt to changing processes, systems, technology and environments • Looks for improvements and better ways of doing things • Seeks support and clarification when required
People Development	
Welcomes opportunities for learning and self-development.	<ul style="list-style-type: none"> • Displays council values • Reflects upon own performance • Seeks and acts upon feedback • Sets goals for personal and professional development • Finds ways to learn and improve in the completion of day-to-day tasks • Takes responsibility for own work and meeting job requirements
Manage Health and Wellbeing	
Takes responsibility for self-care and managing work-life balance.	<ul style="list-style-type: none"> • Demonstrates effective time management and prioritising of tasks • Is aware of, controls and expresses their own emotions appropriately • Recognises when support is needed • Accepts responsibility for their own actions and outcomes • Is aware of the importance of self-care
Safety and Risk Management	
Takes responsibility for personal actions and reports safety and compliance concerns.	<ul style="list-style-type: none"> • Remains vigilant in ensuring a safe working environment for self and others • Is aware of risk and takes action to prevent problems • Reports hazards, incidents (including near misses) and compliance concerns in a timely way • Understands the importance of honesty and transparency • Avoids and discloses conflicts of interest and guards against the misuse of council resources and assets • Complies with policies and procedures

ATTACHMENT 2

FREQUENCY	% OF WORK DAY / TASK
Rare (R)	0-5%
Occasional (O)	6-33%
Frequent (F)	34-66%
Constant (C)	67-100%

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Library Officer Outreach	As part of the Hyphen team, assisting with administration tasks, development and delivery of; library programs, library service procedures and provision of high quality customer focus at the front desk and to all patrons.	<ul style="list-style-type: none"> Capacity to sit (static) for approximately 2 hours; Capacity to alternate posture frequently from sitting to standing; Capacity to stand and walk intermittently throughout the day. Capacity to climb up/down of steps; Capacity to reach between head height and ground level on an occasional basis; Lifting and carrying of loads approximately 10 kilograms from ground to waist height on an occasional basis; Pushing pulling trolley occasionally Hand grip and dexterity; Phone use Accurately enter data Use of computers and relevant IT systems and other equipment such as printers Build and maintain professional relationships with internal and external stakeholders and suppliers. Engaging and educating customers face to face, over the phone and online. Work as a part of a team 	Sitting			X	
			Standing		X		
			Walking		X		
			Lifting up to 10kgs		X		
			Carrying	X			
			Pushing		X		
			Pulling		X		
			Climbing	X			
			Bending			X	
			Twisting			X	
			Squatting			X	
			Kneeling		X		
			Reaching		X		
			Fine motor				X
			Neck postures		X		
			Accepting instructions		X		
			Providing instructions		X		
			Sustained concentration			X	

			Major decision making	X			
			Complex problem solving	X			
			Supervision of others	X			
			Interaction with others				X
			Exposure to confrontation	X			
			Respond to change		X		
			Prioritisation			X	

INHERENT REQUIREMENTS OF THE JOB

Wodonga Council will provide reasonable adjustments to assist a person with a disability to perform these inherent requirements of the job.