



POSITION DESCRIPTION

1. POSITION DETAILS

Position Title:	Multicultural Services Officer
Department/Section:	Community and Library Services
Reports to:	Team Leader - Community Engagement
Positions reporting to this position:	Nil
Grade:	3

2. POSITION PURPOSE

To deliver programs to Burwood's culturally and linguistically diverse (CALD) communities and assist in collection development activities for the multicultural collections.

To support the Team Leader - Community Engagement in developing and maintaining partnerships with CALD communities and CALD organisations.

Overall, to contribute positively to service delivery by working as a team member, communicating effectively with internal and external customers.

3. ESSENTIAL AND DESIRABLE SELECTION CRITERIA

ESSENTIAL CRITERIA

- Minimum Library Technician qualification recognised by ALIA and two years relevant library experience.
 - Proven experience in collection development within a multicultural service.
 - Demonstrated ability to implement, promote and evaluate library programs.
 - Demonstrated experience in providing high quality reference and circulation services, preferably in a public library.
 - Demonstrated well developed oral, written and interpersonal communication skills.
 - Demonstrated commitment to EEO, WH&S and Cultural Diversity principles.
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DESIRABLE CRITERIA

- Experience in the use of the Library Management Systems.
- Demonstrated understanding of cataloguing in languages other than English, using Libraries Australia, AACR2, LCSH & MARC.
- Ability to speak a relevant community language.

4. MAJOR ROLE AND CHALLENGES OF THE POSITION

- Assist with developing and coordinating multicultural services and collections to a standard that maximises the quality of customer service.
- Plan, deliver and promote high quality programs to Burwood's CALD communities in liaison with the Team Leader - Community Engagement.
- Assist the Team Leader - Community Engagement to develop relationships with local CALD groups and Council staff that work with CALD communities
- Contribute to the positive image of Council and the Community and Library Services unit by maintaining excellence in customer service.

5. WH&S RESPONSIBILITIES

All employees and contractors will actively ensure safe practices are followed and take reasonable care in the performance of their work to prevent work related injuries to themselves and others. In particular, they shall:

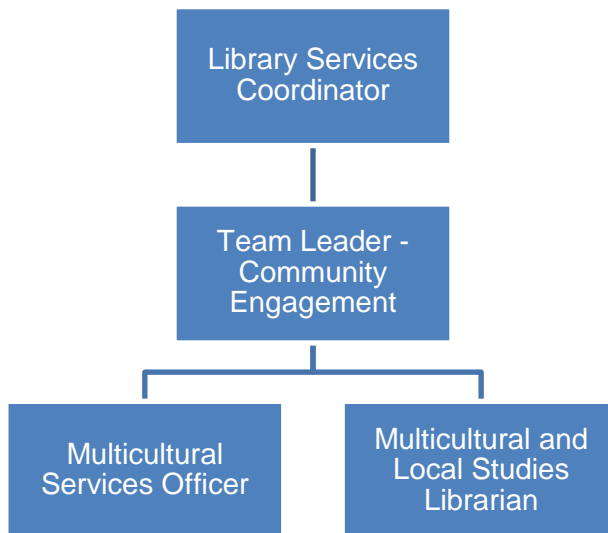
- Maintain safe work conditions and use safe work practices at all times;
- Report all defective equipment, possible hazards and unsafe work practices immediately to their Supervisor, Team Leader or WH&S Representative;
- Assist in the implementation of Council's WH&S program;
- Comply and cooperate with all safety directions, instructions and training;
- Attend all training courses related to their position; and
- Wear the correct PPE at all times.

6. KEY ACCOUNTABILITIES

- Assess local needs in order to deliver relevant and effective multicultural services.
- Assist in all aspects of maintaining the multicultural collections to meet the community's needs in the most cost effective way and the most suitable formats.
- Assist with developing, implementing and reviewing services, policies and procedures and staff training for multicultural services.
- Assist with marketing and promoting of multicultural services, programs and collections.
- Record all program statistics and assist with evaluating programs.
- Assist in the planning and assembly of displays to promote cultural awareness.
- Maintain knowledge of issues and trends in multicultural service delivery in a library context.
- Assist with the development, documentation and continuous review and improvement of workflow procedures in designated areas of responsibility.
- Provide quality circulation and reference services to customers.

- Participate in the service point roster system, including evening and weekend work and perform the role of shift supervisor, as required.
- Participate in shelving and shelf tidying as required.
- Work cooperatively and flexibly as a team member to provide optimum coverage and organisation of services at all times and particularly during peak periods of demand.
- Actively participate as a member of the Community Engagement Team by constructively contributing ideas to improve services and work processes through team meetings and undertaking training and development opportunities to improve skills and knowledge.

ORGANISATIONAL RELATIONSHIPS



APPROVAL OF POSITION DESCRIPTION

- This position description has been reviewed and accurately describes the job.
- Job qualifications are relevant to the position.
- If changes are required to be made to your position description, please contact the Executive Manager Organisation Development for advice on alterations.

General Manager:

Date:

Position Holder:

Date: