

POSITION DESCRIPTION

POSITION:	Home Library Service (HLS) Volunteer
SECTION:	Corporate Services
LOCATION:	As required
HOURS OF DUTY: OCCUPANT:	5-10 hours per month
APPROVED BY:	Chief Executive Officer
DATE:	

POSITION OBJECTIVES

To enable the delivery of our Customer Service Charter through individual actions and participation in the HLS volunteer team

Provide assistance to library staff in meeting the reading and information needs of customers based at home or living in residential aged care

Fulfil the objectives of the Regional Library service in accordance with approved plans, policies, procedures and guidelines

Contribute to the provision of a high quality HLS through the delivery of library materials to customers based at home or living in residential aged care

Assist HLS clients in the selection of suitable library materials by seeking to understand their individual tastes and requirements and suggesting material

Provide input to individual and group profiles and selection processes to assist the selection of suitable library materials for Home Library Service clients

Provide feedback to the HLS Coordinator and Branch Library Staff on all matters relating to the Home Library Service on behalf of clients

Build and nurture positive relationships with Home Library Service clients and key stakeholders in the community.

ORGANISATIONAL CONTEXT

The Geelong Regional Library Corporation is one of Victoria's largest library networks providing library and heritage collection services to five councils: Borough of Queenscliff, City of Greater Geelong, Colac Otway Shire, Golden Plains Shire and Surf Coast Shire.

The network comprises a central Geelong Library & Heritage Centre located in the heart of the Geelong Cultural Precinct, a group of eighteen Community Libraries in urban, rural and coastal locations, three mobile library services and a home library service.

ORGANISATIONAL RESPONSIBILITIES

To contribute to the achievement of the vision, mission and goals through the strategies and actions articulated in the Library Plan

To contribute to a creative and productive Library service

To enable the delivery of our Customer Service Charter through individual and team actions

To take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions in our workplace

The GRLC is a child safe and child friendly organisation committed to ensuring that all children who visit our libraries have the right to feel safe and be safe. Appointments to volunteer positions are subject to successful applicants providing positive Working with Children and Police Checks. All Home Library Service volunteers are required to provide proof of vaccination for COVID-19

ORGANISATIONAL RELATIONSHIPS

Reports to: **Coordinator Home Library Service**

Directly supervises: Not applicable

Internal Liaisons: All staff

External Liaisons: Home Library Service clients
Carers, family and friends of clients

KEY RESPONSIBILITIES

1. Home Library Service

Assist Library staff in the selection and circulation of library materials based on individual profiles

Collect selected library materials from agreed GRLC Libraries

Deliver library materials to the client's home or other nominated location using private vehicle

Collect and return library materials to GRLC Library and process as required

Communicate specific reading and information needs (e.g., reference questions) to the Community Outreach Coordinator or relevant Branch Library on behalf of the client

Assist Home Library Service clients in the selection of suitable library materials by seeking to understand their individual preferences and requirements

Provide client feedback to the Community Outreach Coordinator on all matters relating to the HLS including the selection and purchase of suitable library items

Support the promotion of the Home Library Service through voluntary participation in library promotional events and activities

2. People and Teams

Perform duties to ensure an efficient workflow and service to customers

Attend and participate in meetings as required, including the Volunteer Induction Process (VIP) and OHS related training

Promote a community focused orientation and team spirit

ACCOUNTABILITY AND EXTENT OF AUTHORITY

To adhere to the guidelines contained in the Volunteer Handbook

Volunteers are required to adhere to a strict 'no intervention' policy in relation to clients. In practice this means that volunteers are not permitted to do the following:

- Provide advice to clients or undertake errands on their behalf
- Handle cash or possessions belonging to clients
- Assist clients in the administration of medicines or the consumption of food and beverages
- Provide clients with physical assistance
- Take clients out of their homes or community care facilities
- Accept gifts from clients

Referrals for assistance are to be passed to the Community Outreach Coordinator

Volunteers are required to comply with information privacy principles described in the Victorian Information Privacy Act 2000. The Act covers the handling of all personal information except health information in the public sector in Victoria. Broadly, volunteers are required to respect the privacy of clients, other volunteers and library staff and are not permitted to disclose the names of clients or their personal information to other volunteers, clients or people generally.

Volunteers undertake to be reliable and to inform the Community Outreach Coordinator as soon as practicable if they are unavailable or unfit for duty. If a volunteer suspects they may have symptoms pertaining to either gastroenteritis or influenza, they must postpone visits to clients until these

symptoms have abated. COVID-19 protocols need to be adhered to as set out by the organisation and any facilities that are visited when carrying out this work.

JUDGEMENT AND DECISION MAKING

Ability to understand and work within Library guidelines, policies and procedures

Guidance and advice is always available

SPECIALIST SKILLS AND KNOWLEDGE

Sound general knowledge and interest in books and reading

Ability to lift and carry light loads

MANAGEMENT SKILLS

Effective planning and managing of own work

Ability to understand organisational context

INTERPERSONAL SKILLS

Ability to work with a diverse range of people in helping them to meet their individual needs

Actively contribute to building and maintaining the HLS and library team, inviting trust and cooperation from fellow team members

QUALIFICATIONS AND EXPERIENCE

A current Victorian Driver Licence is mandatory

National Criminal History Record Check

Working with Children Check

Proof of COVID-19 vaccination

KEY SELECTION CRITERIA

Demonstrated ability to contribute to building and maintaining the library team, inviting trust and cooperation from fellow team members

Ability to assist in the delivery of activities for all community members

Good interpersonal and communication skills

Ability to work within Library policy and guidelines

Ability to commit to regular appointments with designated clients

Willingness to work collaboratively and to take direction from Library staff

Ability to work with diverse clients with individual needs

Current driver's licence

Demonstrated understanding and commitment to GRLC's privacy and confidentiality policies

National Criminal History Record Check

Working with Children Check

Proof of COVID-19 vaccination

SPECIAL CHARACTERISTICS

Manual handling is an intrinsic physical requirement of this role. This includes lifting and carrying light loads.

Driving in isolation

Visiting clients on site on a one to one basis and maintaining a record of the item requirements for each client.