

POSITION DESCRIPTION

TITLE	Home Library Service Volunteer
POSITION NUMBER	V2
CLASSIFICATION	Volunteer – no classification
DATE APPROVED	April 2016
INCUMBENT	

POSITION OBJECTIVE

To assist with the provision of library services to people who are unable to visit the library due to age, illness or disability.

ORGANISATIONAL CONTEXT

The Whitehorse Manningham Regional Library Corporation is responsible for the delivery of 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.

The Corporation's vision is to be a vital service that strengthens community knowledge, understanding, engagement and connection. Its aim is to deliver exceptional services, programs and collections that are accessible and responsive to the needs of a diverse community.

The Corporation acknowledges the significant contribution made by volunteers to library services and the local community. WML values the skills and experience that volunteers bring and the opportunities they provide to extend and enhance library services.

Home Library Service (HLS) volunteers contribute directly to the achievement of organisational and Departmental goals, through the selection and delivery of library materials for Home Library Service Patrons. The incumbent is required to pursue Departmental and Corporate goals through effective team work and to demonstrate an understanding of the function of the position within the organisation.

RELATIONSHIPS

- Reports to:** Home Library Service Librarian or designated HLS library staff.
- Supervises:** Nil
- Internal liaisons:** Library staff
- External liaisons:** Home Library Service Patrons and their family members, staff at group living facilities, carers in private homes.

KEY RESPONSIBILITY AREAS

Key responsibilities are:

- To deliver and collect library materials for patrons in a specified Home Library Service Round.
- To deliver materials to individuals in their own homes or group living facilities such retirement villages, special accommodation or aged care facilities.
- To provide communication between Home Library Service Patrons and the Library, including specific information requests when appropriate.
- On occasion, select individual items for Home Library Service Patrons to supplement their delivery.
- To provide social inclusion to Home Library Service patrons through personal connection.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

Volunteers are expected to:

- Provide regular updates to the Home Library Service staff regarding patrons and their needs.
- Advise Home Library Service staff as soon as possible if they are unable to deliver their round.
- Make deliveries of library materials according to an agreed delivery schedule.

JUDGEMENT AND DECISION MAKING

Library staff will always be available to provide guidance and advice.

Volunteers must have knowledge of Library loans policies and procedures and have the ability to adhere to them.

KEY COMPETENCIES

Specialist skills and knowledge:

- Ability to perform Home Library Service delivery tasks following systematic procedures.
- Understanding of the function of the position within the organisation, including the application of relevant policies.

- Strong commitment to quality and customer service.

Organisational skills:

Commitment to undertake the delivery of nominated Home Library Service Rounds on agreed days and weeks.

Interpersonal skills:

- Sound, friendly, helpful and efficient communication skills.
- Support for the achievement of team objectives before individual goals.
- Commitment to providing services to people with a wide range of abilities and circumstances.

QUALIFICATIONS AND EXPERIENCE

Valid Victorian driver's licence and own vehicle are essential.

All volunteers are required to undertake a National Police Check prior to commencement and at regular intervals thereafter.

INHERENT REQUIREMENTS OF THE POSITION

Substantial manual handling is an inherent physical requirement of working in this role, which may include loading and pushing trolleys and loading and unloading deliveries of library materials from vehicles.

SELECTION CRITERIA

- Organisation and communication skills
- Ability to contribute as a team member with a quality and customer service focus
- An understanding of issues relating to aging and disability, and the ability to connect with patrons in an aged care facility potentially with high care needs
- Ability to understand and apply policies and procedures
- Valid Victorian driver's licence and access to a vehicle
- Satisfactory Police Check and completion of a statutory declaration if required

REMUNERATION

No remuneration.

OTHER RELEVANT INFORMATION

Home Library Service Rounds

- Volunteers are allocated a Home Library Service Round, consisting of approximately six patrons located in the same delivery area.
- Volunteers or Library staff select library materials for each patron in a Round.
- Volunteers deliver the materials to patrons and collect items for return to the library.
- Volunteers use their own vehicle for deliveries for which a mileage allowance can be claimed.
- Where there is not an existing vacancy to deliver an ongoing Round, volunteers may be placed on the emergency delivery list. Emergency volunteers may be contacted at short notice to deliver when regulars are unable to do so, however they can decline if

it is inconvenient to do so. Emergency volunteers are offered an ongoing Round when one becomes available.

- Rounds are delivered according to the calendar of delivery days; every 3 weeks.
- Time taken to complete a Round will vary depending on the number of patrons. Approximately 2 to 3 hours is the usual commitment required.

GENERAL CONDITIONS

Occupational Health and Safety

Under the Corporation's Occupational Health and Safety Policy all volunteers are required to act responsibly and in a manner that does not put the health and safety of themselves or others in the workplace at risk. Volunteers must diligently observe and maintain a duty of care to themselves and all others within the work environment. All duties are to be performed 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 and volunteers should be able to work in an environment free of discrimination and harassment. Volunteers and staff are encouraged to support each other in creating and maintaining an environment that is free of harassment.

All 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 or volunteers that are unlawful.

Privacy

The Corporation is committed to complying with the 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 volunteers must follow the Corporation's Privacy Policy at all times and ensure that the personal information collected and held by the Corporation is protected from misuse, loss, unauthorised access, modification or disclosure. Corporation volunteers will only collect information directly relating to the services being provided to patrons. Corporation volunteers will not disclose personal information to any person or organisation without written consent or unless prescribed by a lawful instruction.

Code of Conduct

All 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.

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.

ACKNOWLEDGEMENT

I _____ have read and understood the position description and agree to perform in the position of Home Library Services Volunteer as per the requirements of the position description.

(Volunteer signature)

Date

(Home Library Services Librarian signature)

Date

Office use only:

Signed Position Description must be forwarded to Administration for secure storage.