

Position description

Library Social Worker 17711

Position details

Group:	Community and City Services
Branch:	Libraries, Recreation and Waterways
Reports to title:	Coordinator Programs and Partnerships
Position No:	17711
Classification:	Class 5
Financial management	NIL
Total people:	NIL

Positions directly reporting into the Library Social Worker

- Lived Experience Worker (Part-Time)

Volunteers being supervised by this position:

- RMIT Social Work Field Placements (as required)

Primary skill pool:

Secondary skill pool:

Team context *(Interim - yet to be submitted to the LRW leadership team for consideration)*

The Community and City Services Division puts people, families and community at the forefront of our work. It strives to ensure that Melbourne is a city for all, one that is liveable, healthy and vibrant and meets the needs of a diverse and growing population. By providing high quality information, services, programs and spaces for our community and our customers, we are building strong, connected and engaged local communities that have the tools they need to meet their potential at all stages of life.

The Libraries, Recreation and Waterways Branch aims to offer inclusive spaces, resources, services and programs that link our communities and help them pursue a healthier, more active lifestyle while fostering creative and learning opportunities.

The Branch vision is to be a global leader inspiring people to be more active and engaged in their everyday life.

Main areas of emphasis include Managed Growth, Inclusion and Access, Leadership, and Enhanced Customer Experience while promoting and incorporating the values of the Fair Access Sport and Recreation Allocation and Use Policy. Through our Future Libraries Framework, emphasize the principles of Aboriginal Knowledge, Strong Social Access and Equity, and a Thriving City.

Amenities encompass the oversight and upkeep of the Council's Docklands Waterways and its community buildings and berths, sports fields and pavilions, aquatic and recreation amenities, skate and BMX parks, community centres and libraries.

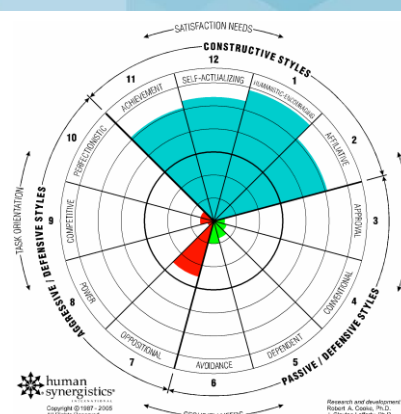
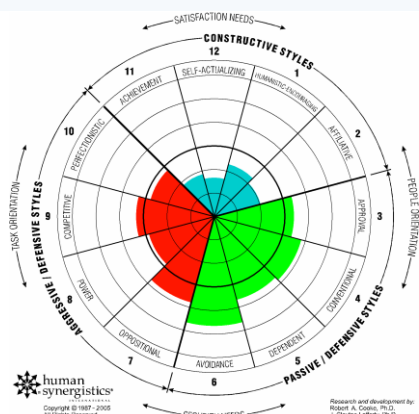
Culture and Values

CoM aspires to a culture which is humanistic and encouraging, self-actualising, affiliative and achievement focused. We focus on culture because we know that a constructive culture is good for our wellbeing as well as our ability to deliver high quality outcomes.

We measure our performance against the desired culture using the Human Synergistics tool, the "Organisational Culture Inventory" (OCI).

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Our ICARE values (integrity, courage, accountability, respect and excellence) are the foundation for our behaviour for ourselves and our teams.



INTEGRITY

Be honest and reliable, have integrity



COURAGE

Speak up, have courage, make things happen



ACCOUNTABILITY

Act with accountability, be responsible for what you do and how you do it



RESPECT

Be inclusive, stay open, value every voice, establish respect and collaborate



EXCELLENCE

Display excellence, work with energy and passion achieving the best results

Position purpose

The Library Social Worker delivers support to people experiencing homelessness and with other complex needs in the city. Working across the branches that constitute City of Melbourne Libraries, the Library Social Worker supports library staff in understanding and responding to homelessness and working with people who have multiple and complex needs.

This frontline role contributes to the City of Melbourne's commitment to provide a welcoming and safe library service and is responsible for maintaining a number of stakeholder relationships, across the City of Melbourne and with key external stakeholders, including community service providers (homelessness, mental health, drug and alcohol, children's services, domestic violence services), police, hospital services and Victorian and Australian government partners.

This exciting role sees the City of Melbourne embark on a new way of welcoming and supporting library patrons. The role requires frontline social work skills, strong collaborative capability and the ability to establish systems and processes that will ensure ongoing success.

Position accountabilities

Providing support to staff

Provide advice, support, procedures and training resources to ensure library staff, and security contractors, are equipped with the skills, capacity and resilience to work with a wide cross-section of the community experiencing complex needs.

- **Advice / Support** – provide support and advice to staff and security contractors in responding to people experiencing complex needs when social worker is not available on site.

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- **Debriefing** – support debriefing and advise staff who encounter emotionally and mentally distressing incidences.
- **Training and mentoring** – provide training, or identify training providers, to build library staff skills and knowledge in responding to patrons experiencing complex needs and issues. Seek opportunities to incorporate training that includes a lived experience perspective where possible.

Support library patrons:

Support library patrons experiencing complex needs. Advocate on behalf of patrons; review and improve library services to create more inclusive spaces.

- **Provide support to people with complex needs.** With an emphasis on resource navigation, service connections, referral information, self advocacy and empowerment take a proactive and reactive approach in assisting patrons
- **Know patrons and advocate on their behalf.** Connect with the Daily Support Team to escalate cases, raise needs at City of Melbourne managed forums, including the Service Coordination Project and Hotspots, and community specialist services where needed.
- **Review and improve library services to create more inclusive spaces** – Provide advice and work collaboratively with library management to improve service offering to people with complex needs. Review and advise on how current services and programs can be made more inclusive and advise on future services and programs that can be of assistance to library patrons.

Collaboration

Enable collaboration by building and maintaining strong community connections, including services, government and other organisations; engage across City of Melbourne to advocate for better service response.

- **Inter-community collaboration** – Build and maintain strong internal and external partnerships. Liaise with service, government and other organisations to deliver, where appropriate, services in the libraries that will deliver support to patrons. (e.g. legal advice, family violence support, financial aid).
- **Engage City of Melbourne** – to utilise library spaces to assist people with complex needs – city people team, on-street compliance and support, community services. Provide advice to the Programs and Partnerships team on activities that will assist patrons experiencing complex needs.

Creating a safe library space

Contribute to ongoing efforts to ensure the safety of library staff and all users.

- **Staff safety** – contribute to ongoing efforts to ensure the safety of library staff by supporting ongoing development and improvement of safety checklists, provide advice regarding training opportunities, work collaboratively with and provide training/mentoring support to security staff.
- **Improve disciplinary process for warned/banned patrons** – work with external case workers, where available, to facilitate re-entry pathways for banned patrons to access library services with an emphasis on a compassionate and sustainable approach. Communicate and support staff during re-entry of patrons that were banned. Assist library management in reviewing banning and warning processes.

Report on impact and outcome

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Fulfill reporting timeline requirements and update data collection templates and reporting tools to communicate the successes, improvements, impacts and outcomes of the Library Social Worker Program.

Environment: communication and judgment

Communication: The role requires strong communication skills, with an ability to work closely and collaboratively with a variety of library patrons, staff and partners. The person needs to be accessible and available, ready to respond and provide advice and guidance. The ability to work calmly in stressful situations is crucial.

Judgment: The role works independently and must be able to make daily judgements regarding work focus and time commitments.

Selection criteria

- Social work qualifications and experience
- Experience in working with people with complex needs, with specialist knowledge in either homelessness, mental health and/or drug and alcohol responses
- Program administrative skills – to set up and program, monitor and improve
- Supervision skills
- Strong collaboration skills – ability to build networks and collaboratively problem solve
- Presentation, training, communication (verbal and written) skills

The way we work

CoM's vision is to be a leading organisation for a leading city. CoM fosters a workplace that is stimulating, constructive, flexible, diverse and inclusive and that achieves high quality outcomes for the Council, customers and our community. We recognise that a constructive culture brings out the best in our people. We strive to meet the demands of our employees' professional lives while they can accomplish their priorities outside of work and have a positive work life balance.

We strive to make our organisation agile, with the ability for our work teams to adapt and change based on the evolving needs of CoM. To keep pace with our customers and our changing city, we need a resilient, adaptable, accountable, diverse and inclusive workforce that reflects our community and is committed to excellence.

We establish challenging but realistic goals, develop plans to reach those goals, pursue them with enthusiasm, and are accountable for their achievement. We want our employees to get enjoyment from their work, develop themselves, and take on new and interesting activities whether they are within CoM or outside of CoM. We want our workforce to be supportive, helpful and open in their dealings with each other, through open communication, cooperation, and the effective coordination of activities.

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Inherent Physical Requirements:

The reference to the Inherent Physical Requirements for this position is DM# [9330877](#)