Volunteer Role Description

Volunteer role: Library Volunteer – English Conversation Tutor

Volunteer name:

Section: Library Services

Directorate: Sustainable Living

Supervisor: User Services Team Leader

Purpose of Volunteer Role

- To support the Council in its vision to be diverse, dynamic, progressive - A City of Excellence.
- Continue to enhance Council's image as a premium Customer Service Provider.
- To support Library Services to the Blacktown Community.

Qualifications and experience

- Relevant experience.
- Appropriate qualifications in teaching English with a minimum of training with Mission Australia.
- Strong commitment to customer focused service.
- Demonstrated understanding of EEO and WHS principles.
- Ability to speak a community language desirable.
- Previous public Library experience desirable.

Key Accountabilities

- Work to support excellent Library customer service.
- Perform duties relevant to the position efficiently, effectively and safely.
- Attend relevant training including Code of Conduct and WHS training, and other training as required.
- Be familiar with, and ensure compliance with, Council's WHS Management System, including but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work Instructions and associated system tools in their relevant work areas.
- Act in accordance with the NSW WHS Act 2011, WHS Regulations 2011.
- Adequately familiarise themselves with their WHS responsibilities and actively fulfil these as indicated in Council's WHS Volunteer Handbook WHS008.09.
- Commit to and comply with Council's Code of Conduct.
  As a volunteer you are a representative of Council and breaches of the Code of Conduct on your behalf could jeopardise your volunteer relationship with Council and compromise Council’s reputation.
- Will not harass, discriminate against, or support others who harass and discriminate against volunteers, staff, members of the public or visitors.
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- Must not be under the influence of alcohol or drugs whilst volunteering.
- Must not make media comment about Council matters or Library Services.
- Alignment with the principles and vision of Council and Library Services.
- Any information you come across in the course of your role is owned by Council and is strictly confidential, and will not be discussed with any person.
- Any information relating to Library Service including visitors, staff, or other organisations is strictly confidential, and will not be discussed with any person not employed by Library Services.
- Promote the positive image of Council in dealings with visitors or members of the public.
- Be punctual and advise Library staff when you are unable to attend as agreed.
- Seek to conserve and enhance our local environment, in consideration of Council’s environmental sustainability policy through our work practices, programs and services.

Duties

- Adhere to Council’s Work Health and Safety Policy POL100.
- Any work or duties undertaken is carried out in a voluntary capacity, and as such, there is no remuneration.
- Undertake suitable library duties as required.
- To review the needs of the clients to establish their English proficiency.
- To check that the meeting room is booked for classes.
- Effectively and efficiently run the classes to the students.
- To evaluate the program with relevant Library staff.
- To contribute to future planning for the program.
- To assist the Library in developing relevant resources to support the needs of the students undertaking this course.

Selection Criteria

Have the ability, skills and attributes to be able to perform the role as detailed in the Purpose of Role and Duties.

- Appropriate qualifications in teaching English with a minimum of training with Mission Australia.
- Strong commitment to customer focused service.
- Demonstrated understanding of EEO and WHS principles.
- Ability to speak a community language desirable.
- Previous experience in a public library environment desirable.

Volunteer read and signed: ____________________________ Date: __________

Authorised by supervisor: ____________________________ Date: __________