

# Position Description



## Community Engagement Librarian – Games and Connection

<b>Position Title:</b>	Community Engagement Librarian – Games and Connection
<b>Classification:</b>	Band 5
<b>Directorate:</b>	Corporate Services
<b>Department:</b>	Community Learning and Service Centres
<b>Approved by:</b>	Senior People Experience Business Partner
<b>Date approved:</b>	June 2026

### 1. Position Overview

The Community Engagement Librarian – Games and Connection builds community connection through inclusive, play-based library experiences, including video games, board games and interactive activities.

The role designs and delivers welcoming programs that support creativity, confidence, digital literacy, wellbeing and lifelong learning for people of all ages and backgrounds.

Working with community members, partners and colleagues, the position develops responsive programs that reflect local interests and help position the library as a vibrant, accessible hub for connection and shared discovery.

### 2. Position Objectives

- Plan, deliver and promote a contemporary games-based service offer, including collections, equipment and facilitated experiences, while developing innovative community engagement programs that use video and board games, and play-based learning to support digital literacy, creativity and lifelong learning outcomes, aligned with community needs and emerging trends.
- Bring library spaces to life by ensuring it is an inclusive, welcoming environment, where visible games, play-based activities and community-led experiences foster social connection, intergenerational engagement and community wellbeing.
- Build and maintain effective partnerships with internal teams, community groups and external providers to co-design and deliver high-quality, play-based programs and events.
- Embed learning through play within broader library programming, contributing to organisational priorities.

- Develop and maintain partnerships with local schools and educational providers, co-designing and delivering curriculum-aligned, play-based learning programs using video games and board games to support student engagement, digital literacy and creative learning outcomes.
- Monitor, evaluate and report on program outcomes and participation data to inform continuous improvement and demonstrate service impact.
- Ensure safe, inclusive and positive program delivery, modelling appropriate use of technology and facilitating respectful, accessible participation for all community members.
- Work collaboratively with library teams to plan, coordinate and support outreach programs and activities that extend library services beyond library spaces, respond to local community needs and contribute to broader library functions and service priorities.
- Deliver high-quality, customer-focused library services by providing accurate and timely information across phone, face-to-face and online channels, supporting collection management, promoting accessible and engaging resources and assisting with digital tools and IT needs.
- Provides on-site supervision and support to Customer Service Officers, Service Support Officers and Volunteers and act as an escalation point when required.

### 3. Organisational relationships

Internal	External
<ul style="list-style-type: none"> <li>• Library Service Delivery Teams</li> <li>• Community Engagement and Programming Teams</li> <li>• Specialist Librarians</li> <li>• Communications and Marketing</li> <li>• Information Technology and Digital Services</li> <li>• Youth Services</li> </ul>	<ul style="list-style-type: none"> <li>• Local schools and educational institutions</li> <li>• Community groups and neighbourhood organisations</li> <li>• Specialist gaming, technology and creative industry partners</li> <li>• Cultural and Community Organisations</li> <li>• Other public libraries and professional networks</li> </ul>
<b>Reports to:</b>	
<ul style="list-style-type: none"> <li>• Team Leader Library Services and Lifelong Learning</li> </ul>	
<b>Supervises</b>	
<ul style="list-style-type: none"> <li>• Nil</li> </ul>	

### 4. Position Characteristics

#### Accountability and Extent of Authority

May supervise resources and/or give support to more senior employees. Where the prime responsibility is for resource supervision, freedom to act is governed by clear objectives and/or budgets, with frequent prior consultation with more senior employees and regular reporting mechanisms to ensure adherence to plans.

Accountable for quality, effectiveness, cost and timelines of programs, projects or work plans under their control and for the safety and security of the assets being managed.

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Required to ensure that employees under their direction are trained in safe working practices and in safe operation of equipment and are made aware of all occupational health and safety policies and procedures.

### **Judgement and Decision Making**

Objectives are usually well defined, but a particular method, technology, process or equipment used must be selected from a range of available alternatives.

Problems are often complex or technical in nature with solutions not related to previously encountered situations and some creativity and originality is required. Guidance and counsel may be available within the time available to make a choice.

### **Specialist Skills and Knowledge**

Supervisors require thorough understanding of relevant technology, procedures and processes used within their operating unit.

Understanding of role and function of senior employees to which they provide support, understanding of long-term unit goals and appreciation of long term goals of the wider organisation.

Understanding of function of position within organisational context, including relevant policies, regulations and precedents.

Provide direction, leadership and structured training or on-the-job training to supervised employees or groups of employees.

### **Management Skills**

Skills in managing time, setting priorities and planning and organising own work and that of supervised employees to achieve specific and set objectives in the most efficient way within the resources available and within a set timetable.

Understanding of and ability to implement basic personnel policies and practices including those related to equal employment opportunity, occupational health and safety and employees training and development.

### **Interpersonal Skills**

Ability to gain co-operation and assistance from customers, members of the public and other employees in administration of defined activities and in supervision of other employees or groups of employees.

Employees are expected to write reports in their field of expertise and to prepare external correspondence of a routine nature.

### **Qualifications and Experience**

Skills and knowledge needed for entry to this level are beyond those normally acquired through completion of TAFE certificate or associate diploma alone, and might be acquired through completion of a degree or diploma course with little or no relevant work experience, or through lesser formal qualifications with relevant work skills, or through relevant experience and work skills commensurate with the requirements of work in this Band.

## **5. Key Selection Criteria**

- Relevant qualification or experience in Library and Information Management, Community Development, Education, Customer Experience or a related field, with eligibility for professional library association membership (desirable).

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- Demonstrated experience in planning and delivering community programs, particularly those involving video games, board games or play-based learning approaches that support engagement and skill development.
- Strong understanding of the role of libraries in community connection and lifelong learning, with the ability to design inclusive, accessible programs for diverse audiences.
- Demonstrated interest in technology, including video games and gaming culture, with the ability to apply this knowledge to create engaging, inclusive experiences that foster community connection, participation and learning.
- Ability to build effective partnerships and deliver collaborative programs, with strong communication and facilitation skills to engage diverse participants in inclusive, participatory environments.
- Experience in program evaluation and continuous improvement, including the use of data and feedback to inform service design and demonstrate community impact.

## 6. Inherent Requirements

The occupant of the position will be required to meet the following inherent requirements:

### Compliance Current and valid working rights for Australia

- Current and valid working rights for Australia
- Satisfactorily pass a national police check (and where necessary an international check)
- Requirement to secure a Working with Children Check
- Current Driver's Licence

### Physical

Daily work will be performed in a primarily indoor environment and on occasion an outdoor environment, as such:

- Physical demands are moderate to strenuous, consisting of the ability to sit, stand, stoop, reach, bend, climb, lift, pull and twist using safe manual handling practices.
- You will be exposed to conditions normally encountered in indoor and on occasion an outdoor environment.
- Successful applicants must undertake a physical assessment to ensure they meet the inherent physical requirements of the role.

### Psycho-social

- Resilience and adaptability
- Ability to manage stress effectively, maintain a positive attitude, and demonstrate emotional intelligence
- Strong self-motivation, a collaborative approach, and a commitment to upholding ethical standards and Council values.

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