

Position Description

[Multicultural Programs and Collections Support Officer]



Position Details

Position Title	Multicultural Programs and Collections Support Officer
Position Number	703635
Classification	Band 4
Division	Community Strengthening
Branch	Libraries, Arts & Events
Unit	Library Services
Reports To	Branch Team Leader
Employment Essentials	<ul style="list-style-type: none">• Working with Children Check• National Police Check

Yarra City Council is committed to being a [child safe organisation](#) and supports flexible and accessible working arrangements for all.

This includes people with a disability, Aboriginal and Torres Strait Islander peoples, culturally, religiously and linguistically diverse people, young people, older people, women, and people who identify as gay, lesbian, bisexual, transgender, intersex or queer.

We draw pride and strength from our diversity, remain open to new approaches and actively foster an inclusive workplace that celebrates the contribution made by all our people.

At Yarra Every Job is a Climate Job

Acting on the climate emergency requires that we change the way we think, make decisions, and prioritise action. We must embed proactive climate responses in the ways we govern, live our lives, and conduct our work. Every choice we make today and into the future will have an impact; this is true for Council and the community.

Acknowledging the scale of this crisis, at Yarra we are committed to ensuring that every job is a climate job meaning that each staff member will play a key role in shaping our climate response.

Organisational Context

The Municipality is committed to efficiently and effectively servicing the community to the highest standards, protecting, enhancing and developing the City's physical and social environment and building the population and business base. A major imperative of the Organisation is the introduction of a best value framework with an emphasis on customer service and continuous improvement.

The Libraries, Arts and Events Branch sits within the Community Strengthening division and is responsible for the provision and management of public library services to the community, through five libraries at Carlton, Collingwood, Fitzroy, North Fitzroy and Richmond. Our work drives outcomes across social, cultural and

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economic policy domains and champions opportunities and experiences that promote lifelong learning, gathering, creativity and discovery.

Position reports to:	Branch Team Leader
Reporting to this Position:	Nil
Internal Relationships:	Portfolio Team Leader Library Staff Community Strengthening Division Other Council Staff
External Relationships:	Patrons Community Groups Public Libraries External Service Providers

Position Overview

The Multicultural Programs and Collections Support Officer plays a key role in strengthening connections between Yarra Libraries and the local Chinese community. This position is responsible for delivering culturally responsive programs, promoting library services and supporting community participation.

Working within the Libraries, Arts & Events branch, the officer will assist in the delivery of programs and events that reflect the diverse needs of the community, contribute to the maintenance of Chinese collections, and provide high-quality customer service. The role also supports Yarra City Council's commitment to climate action, child safety, and continuous improvement.

This position requires proficiency in written and spoken Chinese (Mandarin), strong interpersonal and digital skills, and a passion for community engagement and lifelong learning.

Key Responsibilities

All Yarra employees:

Demonstrate leadership in reducing Yarra's emissions and building a climate resilient future by embedding climate considerations into all of Councils activities.

Community Programs

- Support the development and delivery of regular library services, programs and events that meet identified needs and interests within the community, specifically the Chinese and Chinese Australian communities, including set-up and pack-down
- Maintain community connections with community partners and service providers to foster inclusion, connection, and awareness of library offerings.
- Actively promote and encourage residents to visit our libraries, access information, borrow our collections and participate activities.
- Support the evaluation of programs and events.

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Collections

- Promote membership, community connection and engagement with the Chinese collection.
- Support the maintenance of Chinese collections.
- Assist customers in a self-serve environment based on high-level knowledge of library products and services

Customer Service and Operations

- Provide proactive, courteous, and responsive customer service that supports access to library services, collections (including digital resources) and library programs.
- Assist customers with basic technology use and troubleshooting.
- Perform daily operational duties including (but not limited to), rostered 'Desk' shifts, opening and closing routines, shelving, shelf reading, packing and unpacking the courier run and maintaining a clean and welcoming environment.
- Respond to general and complex customer enquiries with care and efficiency, referring where appropriate to senior or specialist staff.
- Support the delivery of library programs, festivals, and events, including set-up, pack-down, and other duties as required.
- Apply library policies and procedures fairly and consistently, contributing to a safe and respectful environment for all patrons and staff.
- Use internal systems such as the Customer Request Management System (CRM) to track and follow up on customer needs.
- Provide general level collection and service knowledge and information to customers through reader services and support
- Undertake interpreting and translation in Chinese (Mandarin) as required.

Continuous Improvement and Team Contribution

- Participate in team meetings, training, and reflective practice to enhance service delivery and improve outreach approaches.
- Maintain flexibility to work across branches and rostered hours including evenings and weekends.
- Share insights gained through community interaction to inform planning, evaluation, and service improvement.

Other Duties

- Undertake additional duties as directed, in line with the classification and capabilities of the role.

Accountability and Extent of Authority

- Specific guidelines but scope to exercise some discretion.
- Freedom to plan work at least a week in advance.
- May supervise resources including staff.
- Effect of actions taken is usually limited to a local group, function, job or client.

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Judgement and Decision Making

- Work objectives well defined.
- For supervisors, often requires quantification of resources.
- Guidance and advice is always available within time to make a choice.

Management Skills

- Skills in managing time, planning and organising own work.
- Basic knowledge of Human Resource (HR) practices.
- Able to provide supervision and on-the-job training.

Interpersonal Skills

- Ability to gain cooperation and assistance from clients, other employees and members of the public in the administration of well-defined activities.
- Skills in preparation of routine correspondence and reports.

Risk and Safety Requirements

- Minimise risk to self and others and support safe work practices through adherence to legislative requirements and Council policies and procedures.
- Report any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.
- Yarra City Council is committed to prioritising and promoting child safety. We adhere to the Victorian Child Safe Standards as legislated in the Child, Wellbeing and Safety Act 2005 and have robust policies and procedures to meet this commitment.

Specialist Skills and Knowledge

- Considerable skill or adaptation.
- Proficiency in standard procedures, practices, Acts/Regulations, understanding of precedents.
- Understanding of organisational context - including relevant policies, regulations and precedents, unit goals and perhaps wider organisation goals.
- Ability to run programs for the Chinese community
- Proficiency in Chinese (Mandarin)

Qualifications and Experience

- Beyond secondary education; typically post trade certificate or post-secondary qualification below degree/diploma level, or knowledge and skills through on-the-job-training.
- A qualification in Library and Information Services (Library Technician), Community Services, or demonstrated knowledge of current public library collections and services, supported by substantial experience in a relevant customer-facing environment.
- A valid Working with Children Check is required.

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Key Selection Criteria

1. Demonstrated experience delivering programs to individuals and communities, including the Chinese community, with the ability to build trust and respond sensitively to diverse needs.
2. Ability to effectively and efficiently provide quality customer service to a range of people from diverse backgrounds, cultures and abilities.
3. Well-developed verbal/non-verbal and written communication skills with the ability to adapt successfully to changing situations and environments
4. Proficiency in digital tools and technology, including Microsoft Office, mobile devices, and digital library platforms, with the ability to troubleshoot basic issues and support patrons in accessing online services.
5. Ability to read, write and speak Chinese (Mandarin)