

ROLE STATEMENT

POSITION:	Home Library Service Volunteer
DIVISION:	Community Development
UNIT:	Learning & Community Hubs
MANAGER:	Coordinator Community Engagement and Partnerships
DATE UPDATED	February 2017

VOLUNTEER POSITION DECLARATION

I have read and understand the requirements and expectations of this Role Statement. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Role Functions and Expectations. I understand that the information and statements in this Role Statement are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

NAME OF INCUMBENT: _____

SIGNED: _____

DATED: _____

1. ROLE SUMMARY

The Home Library volunteers assist in the efficient and effective delivery of home library materials, to eligible residents who are unable to visit the library due to ill health, frailty or disability.

2. ORGANISATIONAL CONTEXT

To contribute to the provision of high quality, efficient and friendly delivery of the Ballarat City Council's home library services

From a Health and Safety perspective the City of Ballarat requires the following:

- Follow City of Ballarat policies and procedures.
- Report hazards and other unsafe practices.
- Report injuries as soon as possible to your Manager/Supervisor.
- Participate constructively in all forums set up to investigate, improve or communicate safety.

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3. REQUIREMENTS FOR ALL VOLUNTEERS

All potential volunteers are to follow the City of Ballarat's volunteer recruitment procedure which includes:

- Completing a Volunteer Personal Details form.
- An interview by a City of Ballarat employee.
- Two satisfactory reference checks.
- Completing the City of Ballarat induction and compulsory training.
- Adherence to privacy principals and all City of Ballarat policies and procedures.
- Willingness to obtain a Victorian Police Check or Working with Children's' Check (if applicable)

4. ROLE FUNCTIONS

Customer Service

- Provide efficient and effective customer service to all Home Library clients.
- Liaise with the Branch Co-ordinator/Librarian, or designated staff member, regarding the delivery of Home Library Service.
- To report to the library on assigned days and times.
- To collect the books and materials for the home library service clients.
- To deliver the books and materials to their homes.
- To pick up the previous visits books and materials and return to the library.
- Liaise with the Home Library Coordinator regarding any feedback from clients.

Team work

- Work in conjunction with library staff to provide Home Library Services.
- Advise the Home Library Coordinator if you are unable to volunteer.
- Participate in Home Library Service meetings where appropriate.

5. CITY OF BALLARAT'S EXPECTATIONS

Understand and apply City of Ballarat's policies and procedures.

Maintain confidentiality of the students, their families and fellow volunteers.

Report all incidents and/or personal injuries or hazards in the safety register report.

Understand and comply with the principals of Anti-discrimination and Anti-harassment.

Demonstrate a commitment to customer service.

6. PERSONAL SPECIFICATIONS

Good communicator and listener and the ability to act with professionalism, integrity and confidentiality.

Sound written skills.

To be understanding- this role encounters people with mobility, communications issues and from various cultural, religious and social backgrounds.

Be prompt and reliable.

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Volunteer Rights

- To be treated with respect.
- To be kept informed about the service, its associated policies and procedures.
- To receive induction and training for the position.
- To receive guidance, support and supervision to perform tasks required.
- To make suggestions on ways to improve the service.
- To be free of discrimination or harassment because of race, religion, gender, sexual orientation, marital status, age or disability.
- To have access to an impartial complaints resolution procedure.

Volunteer Responsibilities

- To be reliable and punctual.
- Advise the Home Library Service Coordinator as soon as is practicable if unable to attend a rostered run.
- To carry out tasks in a friendly manner as instructed.
- To attend training and information sessions.
- To treat visitors, fellow volunteers and staff with respect.
- To act honestly.
- To work free of the effects of drugs and or alcohol.
- To refrain from discussing any personal details of the client, staff and other volunteers.

Clients Rights

- The right to receive services without discrimination.
- The right to privacy and confidentiality.
- The right to dignified, courteous, honest and respectful treatment by staff and volunteers.
- The right to pleasant, reliable and punctual service.
- The right to complain and express their concerns about the service provided to them.
- The right to have complaints dealt with fairly and promptly.

7. SELECTION CRITERIA

Essential

- Successful completion of a Police Check.
- Demonstrated ability to be prompt and reliable.
- A current driver's licence.
- Access to a vehicle with full comprehensive car insurance.
- Able to meet the physical demands of the role.
- Attendance of all compulsory training.
- Maintain confidentiality.
- Self-motivated with the ability to work within a team environment.

Desirable

- Experience with or a desire to help the housebound
- Working knowledge of the internet and other PC skills would be advantageous.
- Knowledge of literature and popular fiction would be advantageous.