



Library & Young People's Services Officer

Position Number:	26	Department	Lifestyle & Community
Level:	Level 3	Award:	May be covered under Local Government Officers' WA Award 2021
Remuneration:	\$72,700.99 Base Salary	plus superannuation, housing and district allowances (if eligible) is available to the successful candidate, depending on experience, skills and qualifications.	
Reports to:	Library Services & Programs Coordinator	Direct Reports:	Nil
Last Reviewed:	Library Services & Programs Coordinator	Date:	1/09/2026
Approved:	Executive Manager Lifestyle & Community	Date:	1/09/2026

OUR ORGANISATION

The Shire of Carnarvon provides excellent customer service across a wide range of programs, facilities and services that contribute to maintaining and enhancing our community. At the heart of our organisation are our values which underpin how our employees perform their duties and engage with the community and stakeholders.

Our CARECHIP is what gives us the drive to serve our community.

We take pride in knowing that our employees and new recruits share our values, and we like to think that everyone who chooses to collaborate with us brings this CARECHIP with them.

C	A	R	E	C	H	I	P
Courage	Authenticity	Respect	Excellence	Cohesion	Humility	Inclusion	Passion

POSITION OVERVIEW

The Library & Young People's Services Officer is responsible for the planning, promotion and delivery of engaging, inclusive and age-appropriate programs, activities and events for children and young people through the Carnarvon Library.

Programs will be delivered primarily after school, on weekends and during school holiday periods, with a focus on supporting positive learning, literacy, creativity, participation and social connection outcomes.

The position will build effective relationships with young people, families, schools, community organisations and other stakeholders to support participation and ensure programs respond to local needs.

As part of the broader Library and Art Gallery Team, the position will also support the delivery of day-to-day library services, including customer service, library operations and activities, and contribute to maintaining a welcoming, accessible and inclusive service for the community.

COMMUNITY STRATEGIC OBJECTIVES

In 2040 Carnarvon is a place where:

- ★ Our equitable community is actively involved in and are responsible for developing innovative, local solutions that transcend our region for a safe and unified 6701.
- ★ Our economy fosters investment and productivity in industries befitting Carnarvon's physical and natural environment and that grow our horizons.

- ★ Our sustainable livelihoods create a community that can flourish into the future.
- ★ Our holistic health care facilities provide services from the womb to the grave.
- ★ Our educational opportunities from early childhood to adulthood are tailored and relevant to the individual.
- ★ Our infrastructure, housing and amenities are high quality and accessible.
- ★ Our community acknowledges our history and celebrates our diverse cultures.
- ★ Our community is engaged, inclusive and supportive.

KEY ROLE OUTCOMES

- ★ Demonstrate successful leadership through the application of the Shire's core values by promoting a work culture of sustainability, quality improvement, efficiency, and excellent customer service that corresponds to our Code of Conduct and Customer Service Charter.
- ★ Ensure compliance with the Local Government Act (WA) 1995 and any relevant legislation.
- ★ A commitment to a safe work environment and WHS legislation, policy and processes.
- ★ Support operational processes that deliver the corporate customer service standards of high performance, including timelines, accuracy, and consistency, through a commitment to continuous improvement.
- ★ A commitment to fostering a positive team spirit within the Library and the Shire.
- ★ Undertake a wide range of library operational duties as required, including customer service delivery, computer and technology support and collection processing/maintenance.
- ★ Plan, promote, deliver and evaluate regular library programs/events with an emphasis on children and youth participants, such as the Better Beginnings program and STEM activities, School Holiday Program, Children's Book Week, Scribblers Festival and Sketchbook Program.
- ★ Liaise and collaborate with a variety of stakeholders such as educational organisations, child health professionals and other community groups/organisations to develop collaborative and outreach opportunities for service delivery and promote information sharing.
- ★ Undertake administrative tasks related to the role, including maintaining statistics, procurement of goods and services, preparing documentation for grant applications/acquittals and preparing promotional material.
- ★ Undertake other duties as directed.

WORK HEALTH SAFETY RESPONSIBILITIES

- ★ To take reasonable care for their own safety and health and to avoid harming the safety and health of other people through any act or omission at Shire workplaces. And as relevant:
- ★ Proactively comply with all Shire WHS Policies, Procedures, and Guidelines, Practice, duties and other relevant conditions. As well as with the WA WHS Act 2020, WHS (General) Regulations 2022, all other relevant Regulations, Codes of Practice and Australian Standards
- ★ As far as reasonably possible comply with instructions given by their employer or an authorised person in the interests of safety and health and in accordance with the WHS Act.
- ★ Must report to their manager, supervisor, WHS Representative, PC&S and/or other relevant contact person work related injuries, near misses and any hazards at the workplace that they cannot correct themselves.
- ★ Must use, store and maintain personal protective equipment as properly instructed, and not damage or misuse any equipment or facilities provided in the interests of safety and health.
- ★ Participate in and where possible provide leadership for a continuous improvement culture of safety where best practice initiatives are entrenched in daily business activities.

LICENCES, REGISTRATIONS, MEMBERSHIPS OR QUALIFICATIONS REQUIRED OF THE ROLE

- ★ Current Western Australia Driver's License.
- ★ Working with Children's Check.

ESSENTIAL CRITERIA

- ★ Highly developed ability to uphold a values-based approach in the workplace.
- ★ Highly effective communication skills (written and verbal) including ability to provide quality customer service.
- ★ Excellent customer service skills and demonstrated experience in a busy customer service environment.

- ★ Well-developed organisational and time management skills.
- ★ Comprehensive computer and administrative skills with the capacity to adapt to new technologies and software.
- ★ Demonstrated ability in the planning, promotion and delivery of high quality, creative and innovative children and youth services programs and events.
- ★ Flexibility to work rostered hours according to operational requirements, including some weekend work.

DESIRABLE CRITERIA

- ★ Relevant tertiary qualification in Library and Information Studies or Education or Community Services and/or minimum 2 years' experience in a similar role
- ★ Organisation skills, with the ability to prioritise competing tasks.

POSITION COMPETENCIES

Experience	
Focus of Role	Professional / Specialist Technical
Experience Level	Knowledge gained through a combination of education, training or experience
Tasks	
Context Method	Variety of tasks in trade, technical or administrative practices.
Skill Level	Written and communication skills involving numerical skills, organising skills, data collection, or other operational skills.
Judgement and problem Solving	
Problem Solving	Solve minor problems that relate to immediate tasks
Judgement	Interpret and apply from a combination or range of responses within an established framework.
Supervision and Independence	
Level of Supervision	Supervision is team based, with clear direction on tasks to be performed but latitude within individuals within the team on the completion of parts of an overall task.
Organisational Relationships and Impact	
Work Area Relationships	Sound knowledge of the impact on other work areas, seek approval from senior staff on changes to procedure, schedule or routines.
Public/Other Staff Relationships	Effective communication within standard work processes
Impact	Decisions made directly impact own work area
Interpersonal Skills	Effective communication with members of the public, clients and other staff and the resolution of routine and usual matters.
Job Competencies	
Time Management	Intermediate: Able to manage own workload and prioritise within usual work patterns.
Conflict Resolution	Intermediate: Able to handle a range of routine and usual requests from staff or members of the public and resolve minor differences of opinion and/or requiring further explanation.
Planning & Organisation Skills	Intermediate: Applies discretion in own task sequencing, may develop job specific systems to assist in the completion of allocated tasks.
Safety Procedures	Intermediate: Assists in the development of JSAs, SWMS, and other safety procedures for own work area. May coach newer or more junior staff in safety procedures.

Administration Skills	Intermediate: Able to use software to complete more complex administration tasks.
Equipment Operation	N/A
Supervision Skills	Fundamental: Oversee or guide the work of lower level employees. May lead small groups at the work face.
Project Management	Fundamental: Maintain records, filing systems, contract details, variation records and other support and control mechanisms within a project based environment.
Policy and Procedure Development	Fundamental: Research, develop and recommend changes for internal procedures or work processes related to job function.
Policy or Legislative Interpretation	Fundamental: Apply procedures or work processes to own work.
Report Writing	Fundamental: Produce documents involving complex layouts, contribute to reports, submissions and correspondence.
Budgeting Skills	Fundamental: Coordinate and adhere to set budgets in purchasing at a higher level than generating purchase orders. May provide some general feedback in respect to the budget derived from operational responsibilities.
Customer Service Skills	Advanced: Effectively communicate with clients and members of the public and in the resolution of minor matters.
Decision Making Skills	Intermediate: Decisions made may impact internal and external stakeholders. May make recommendations to more senior decision makers for more complex or intricate problems.
Management Skills	Fundamental: Manage minor projects involving employees in lower levels and other resources.

PREEMPLOYMENT SCREENING REQUIRED FOR THIS ROLE

- ★ National Police Clearance - Less than 6 months old
- ★ Pre-employment Medical Screening
- ★ Alcohol and Other Drug screening
- ★ Commitment to the Shire's values and Code of Conduct

REMUNERATION AND BENEFITS

The successful applicant will join the Lifestyle & Community Team with a starting salary from \$ 72,700.99 per annum, plus allowances (if eligible) and superannuation.

Other cash benefits include but not limited to

- \$ 2,486.20 p/a District Allowance*
- \$ 3,168.71 p/a Housing Allowance*
- \$ 1,223.33 p/a Annual Leave Loading 17.5%
- \$ 9,402.71 p/a Superannuation (Statutory)
- \$ 1,567.12 p/a Superannuation additional 2% (Optional, subject to employee salary sacrifice)*
- \$ 3,500.00 Retention bonus upon completion of 3 years of service*
- \$ 440.00 p/a Annual Leave Travel Assistance

Leave Entitlements*

- 5 Weeks Annual Leave
- 2 Local Government Public Holidays
- 10 Days of Paid Personal Leave
- 10 Days of Paid Pandemic Leave
- 38 Hours of Paid Volunteer Emergency Services Leave

Additional Allowances and Subsidies as per Attraction and Retention Policy*

Salary Sacrificing for a range of benefits

Annual Leave Travel Assistance Payment
Local Club Membership Subsidies
Gym Membership Subsidy
Annual Pass for Aquatic Centre

**Subject to Corporate Policy*

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.