



## Job Description

Coordinator of Family Engagement			
<b>Reports to:</b>	CEO	<b>Last Revision Date:</b>	16Oct2020; 25Jan2024
<b>Organization:</b>	Library	<b>Supervise staff</b>	Supervise staff in relation to programs and outreach.
<b>Location:</b>	Angus & Thornton Branches. Offsite Outreach.	<b>Positions directly supervised:</b>	Summer Program Assistants Volunteers
<b>Standard weekly hours per employment agreement:</b>	30 - 35	<b>Positions indirectly supervised:</b>	Public Engagement Representatives Short-term Contracts
<b>Position Status:</b>	Full Time	<b>Pay Band #:</b>	
<b>Pay Method</b>	Salary	<b>On Call</b>	No
<b>Overtime</b>	Lieu time instead of overtime pay. 1.5 hours for hours worked beyond regular schedule.	<b>Eligible for staff group benefits?</b>	Yes – Family Benefits
		<b>Eligible for OMERS</b>	Yes

### Primary Objectives

Vision Children & Family Experiences including space activation, program implementation, outreach and collection development, under the direction of the CEO and in consultation with the Manager. Deliver outstanding Customer Service at both library branches, with some evening and weekend supervision responsibilities. Supervise Summer Program Assistants; select, train, and supervise volunteers for children’s and family programs. Facilitate relationships with other partner agencies; special projects management. Some programs may be offered in French.

### Common Responsibilities

- Have a good understanding of standard Library Board operating procedures.
- Be familiar and comply with the provisions of the *Occupational Health and Safety Act* and its regulations, and Essa Public Library’s Health and Safety Policies and Procedures.
- Take every possible precaution to protect themselves and fellow workers from health and safety hazards and unsafe situations.
- Report unsafe acts or conditions to their supervisor or the Health and Safety Committee Representative.
- Report any occupational injury or illness immediately to their supervisor.
- Use personal protective equipment where required.
- Demonstrate teamwork and a strong sense of customer service.
- Other duties as assigned.

Key Areas	Duties
<b>Develop and Deliver Experiences for Children and Families</b>	<ul style="list-style-type: none"> <li>● Plan, organize, and deliver Children and Family Experiences in the library and in the community through Outreach.</li> <li>● Fully activate library spaces for children and families through displays, furniture configuration &amp; collection maintenance to encourage community engagement to “Imagine, Discover, and Connect”.</li> <li>● Update the Library website and collaborate in developing the library’s Social Media presence.</li> <li>● Update skills through courses and training each year.</li> <li>● Evaluate programs for future improvements</li> </ul>
<b>Customer Care and Communications</b>	<ul style="list-style-type: none"> <li>● Nurture a welcoming, inclusive public environment</li> <li>● Deliver meaningful Customer Service throughout the library: program support, library-space care &amp; activation, including roving assistance.</li> <li>● Welcome Desk: community orientation, program insight, sale of fundraising items, and registering new patrons.</li> <li>● Reference Services: guidance to library materials and databases to search and retrieve requested information.</li> <li>● Reader’s Advisory: Interview patrons and access the collection, databases and electronic resources, e-books and e-audio books</li> <li>● Inter-Library Loan orders</li> <li>● Receive payment in cash or through Interac</li> <li>● Occasionally required to de-escalate public interactions.</li> <li>● Participate on the Library Communication Team with the CEO, Manager and Coordinators</li> <li>● Digital Literacy: assist with public computers, multiple software applications, 3D printing, and technology queries.</li> </ul>
<b>Supervise staff/volunteers</b>	<ul style="list-style-type: none"> <li>● Act as shift supervisor of Public Engagement staff and Library Technician in the absence of the Manager and Coordinator of Facility and Support Services.</li> <li>● Cross-train staff in expectation of Children and Family Programming needs and library–space use.</li> <li>● Interview, select, supervise and train Summer Program Assistants in the provision of children’s services and programs.</li> <li>● Interview, select, supervise and train volunteers in the provision of children’s services and programs.</li> </ul>
<b>Collection development and maintenance (books, games, toys)</b>	<ul style="list-style-type: none"> <li>● Participate with the CEO, Manager and Coordinators in Collection Development.</li> <li>● Expend program and collection budgets for Youth materials</li> <li>● Recommend use of program technology in the library (3D printer, Vinyl printer, iPads, robots) t</li> <li>● Inventory program supplies and educational games.</li> <li>● Remove items from collection and stream to fundraising options as directed.</li> </ul>

<b>Building Community Connections</b>	<ul style="list-style-type: none"> <li>● Pursue and maintain relationships with community organizations</li> <li>● Regularly interact with representatives from Nottawasaga Pines Secondary School, Campus Committee, Simcoe County Library Cooperative, the Ontario Library Service, COMPASS, Ontario Early Years, CAP-C, and other Community Organizations, Partners and Vendors.</li> <li>● Conduct Outreach at local elementary schools to groups of school children &amp; teachers.</li> <li>● Support public queries, Reference Questions and Library Orientation such as class visits</li> <li>● Engage in meetings, workshops and Conferences as time permits.</li> </ul>
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Expected Behaviours				
	Not Required	Basic Level	Intermediate Level	Advanced Level
<b>1. Communication</b>				
(a) Written communications			X	
(b) Oral communications one-on-one or in small groups				X
(c) Large group presentation		X		
(d) Positive demeanor				X
(e) Negotiation/Mediation		X		
<b>2. Stakeholder Contact</b>				
(a) Knowledge of the services provided			X	
(b) Professional manner in dealing with stakeholders			X	
(c) Customer focused orientation (can do)				X
(d) Build strong relationships			X	
(e) Continually improve service			X	
<b>3. Leadership</b>				
(a) Develop a business or strategic plan (planning)		X		
(b) Convince others to buy into our vision or a change		X		
(c) Translate the strategy & plan into action & results		X		
(d) Flexible & adaptive (open to new ideas)				X
(e) Innovate				X
(f) Think critically – Think independently			X	
(g) Tolerant (diversity)				X
(h) Empathy				X
(i) Confidence			X	
(j) Active listening				X

<b>4. Supervisory</b>				
(a) Coach & mentor			X	
(b) Empower & delegate			X	
(c) Manage job performance (give continuous corrective feedback)			X	
(d) Discipline and tough decisions as appropriate		X		
(e) Manage succession planning	X			
(f) Create and manage personal development plans for reports		X		
<b>5. Teamwork</b>				
(a) Work effectively with team members who have a variety of skill levels			X	
(b) Build & sustain internal relationships			X	
(c) Champion collaboration within the team			X	
(d) Accept all feedback (superiors, peers & subordinates)			X	
(e) Respect authority			X	
(f) Resolve conflict & difficult people			X	
<b>6. Working Skills</b>				
(a) Manage workload and meet deadlines (time management)			X	
(b) Deliver results (work ethic)			X	
(c) Manage stress			X	
(d) Manage quality of own work (attention to detail)			X	
(e) Ethics & integrity			X	
(f) Autonomy (independent action)			X	
(g) Creativity (originality and independent thinking)			X	
(h) Organization including project management			X	

## Qualifications

### Formal Education & Training:

- Post-secondary degree specializing in childhood development required or equivalent experience.
- Knowledge of library techniques gained through approved courses offered by a college or university, Southern Ontario Library Services, or Ontario Library Association or equivalent experience.

### Required in house training:

- Occupational Health & Safety Act and Regulations and the Library Health and Safety Policies and Procedures.
- Learn, understand, practice and support standard operating procedures

### Work Experience:

Experience working with children in supervisory role  
3 years of Customer Service Experience essential

**Specific Technical & Sector Skills required:**

- CPR & First Aid Certificates
- Behaviour Management Ability (skills to manage groups of kids and diverse needs)

**Physical Skill & Effort and Working Conditions**

- Manual dexterity to operate office equipment including robots and unusual tech tools & view computer screen for prolonged periods of time
- Required to move furniture and wall partitions to prepare spaces for library events.
- Ability to spend time “on the floor” with children in library programs, including participation in outdoor sports.
- Required to load vehicle and drive between branches with several boxes of library materials in various weather conditions.
- Required to load vehicle with boxes of program supplies, including a tent and portable furniture for Outreach Program delivery.
- Some outdoor work to clear snow from Library walkways or distribute ice-melt.

Works 65% indoors in a clean, climate-controlled environment

Works 19% indoors “on the floor” with groups of children

Works 5% outdoors with groups of children in various weather conditions, playing sports and engaging in the Community Gardens.

Works 10% in other venues (Community Outreach, training, meetings and conferences)

Works 1% driving between branches and to external meetings or Outreach events in various weather conditions.

**Mental Skill & Effort and Working Conditions**

- Work in a customer-driven environment with frequent interruptions including tears and tantrums.
- Work to deadlines for planning and implementing programs, reference responses.
- May determine to contact Children’s’ Aid if a child appears to be at risk of being harmed.
- Occasional exposure to unpredictable or intimidating behaviour by members of the public with potential to escalate into an unsafe situation. As Coordinator, may be required to de-escalate these situations.
- Monitor safety of children in outdoor situations, crossing the road, walking to the outdoor field.
- Leadership skills to model a culture of collaboration and continuous learning within the realm of library services.
- Vision and communication skills to identify program needs.
- Digital Competency in automated library applications, including web maintenance, internet platforms and Cloud Environments.
- Independent work habits with strong organizational and time management skills, supported by strong problem-solving abilities.
- Excellent English language oral and written communication skills.
- French language skills an asset.
- Coach staff in delivering family programming services when necessary.
- Knowledge of Essa Public Library procedures and policies.
- Knowledge of: Ontario Public Library Guidelines, Municipal Freedom of Information and Protection of Privacy Act, Copyright regulations, Canadian Anti-Spam Legislation, Health & Safety Regulations, Essa Public Library Policy & Procedures, and Accessible Customer Service requirements.