

External Job Posting, Pickering Public Library

Are you passionate about community outreach and children's programming? Would you like to work in your community with a great team of dedicated staff? Then Pickering Public Library is the career choice for you!

Pickering Public Library has an opening for a reliable and hardworking **Community Program and Outreach Specialist**. This position is a full-time permanent position reporting to the Manager of Community Engagement. This role is responsible for functional leadership and coordination of programs and outreach services to community members of varying ages. The current focus of this position is on functional leadership of children's services. The candidate will mentor staff in alignment with library goals and values as a respected functional leader and role model within a learning organization. 12 months' related leadership experience in community development (program facilitation - all ages, event planning/project management, digital content creation) is required. Bachelor's degree in a related field required. A Bachelor of Education is preferred. Must be available to work flexible hours – days, multiple evenings and weekends. The ideal candidate will have demonstrated the required level of technical proficiency.

Salary: \$31.15 per hour

Hours: 35 hours per week

The successful applicant:

- Coordinates, develops, facilitates, and evaluates relevant programs and outreach services with the community to increase client participation and value.
- Advocates to internal and external stakeholders for library and client needs in keeping with the strategic plan and as a voice representative of the community.
- Builds and nurtures partnerships with a broad range of community groups in achievement of library goals.
- Prepares, analyzes, and presents monthly statistics and reports to inform programming and outreach decision-making and service priority reviews.

- Trains all staff through sharing area of expertise. Oversees the tasks of junior staff including volunteers.
- Shares and reports current developments and emerging trends within the field and the City of Pickering as it applies to enhancement of services in support of the library as a learning organization.
- Demonstrates and maintains the required level of technical proficiency including the creation of digital engagement content.
- Provides input to experts in the development of designated collections.
- Responds to relevant client escalations as an expert in collaboration with staff.
- Coordinates and ensures the organization and purchase processes for program equipment and supplies.
- In the absence of management staff, is responsible for safe operation of the Library facility.
- Other duties consistent with job responsibilities.

Applicants must have:

- Bachelor's degree in a related field. A Bachelor of Education is preferred.
- 12 months' related leadership experience in community development (program facilitation - all ages, event planning/project management, digital content creation)
- Strong technology skills: MS Office skills (Word, Excel, and Outlook), social media, creative technology platforms
- Access to a vehicle along with a valid driver's licence is an asset in this role.
- Necessary job competencies: accountability, client focus, communications, flexibility, leadership, problem-solving & decision-making, teamwork & relationship building.

Candidates will be scheduled to work varying shifts including days, evenings, and weekends at any location within the library system.

Pickering Public Library is a competency-based workplace. The Library seeks applicants with specific aptitudes (see the attached list of competencies and visit us online at <http://www.picnet.org/careers>).

We thank all applicants for their interest. Please note that only candidates selected for an interview will be contacted. Successful applicants must be prepared to undergo a satisfactory Criminal Records Check (CPIC vulnerable sector search) as a condition of employment.

Please quote Job ID #E-18 and email resumes to Tanya Sinclair in HR:
careers@picnet.org

In your cover letter, please detail your strengths and work experience.

Closing date for applications: January 19, 2018 at 5 p.m.

Planned starting date: January 2018

Competencies

Accountability

Reviews and assumes additional responsibilities. Supports others to perform work safety.

- Follows through on commitments by delivering work that meets professional standards and confidentiality
- Ensures workload is consistent within team and meets organizational requirements
- Does not blame others for mistakes
- Will shift priorities to meet deadlines and commitments.
- Does not take shortcuts that could increase the risk of security or Health & Safety concerns and ensures others are working in a safe manner

Client Focus

Works on a continuous basis to meet or exceed client and organizational needs

- Analyzes and anticipates the client's long term needs
- Builds strong collaborative and mutually beneficial relationships with clients and partner agencies
- Identifies future / prospective clients and develops strategies for gaining / attaining their membership
- Clarifies client expectations and personally commits to resolving client issues
- Revises approach or actions based on client needs.
- Recognizes potential problems and works to resolve issues before they progress
- Uses client feedback to make recommendations for changes in processes and procedures

Communication

Ensures that communication efforts meet the needs of various groups and are properly understood

- Checks for understanding, by analyzing verbal and non-verbal responses and takes actions to correct misunderstandings

- Summarizes large amounts of information and data in a clear concise language
- Communicates effectively with various individuals and groups by taking into account verbal and written comprehension requirements
- Demonstrates appropriate communication during difficult, high stress and/or emotional situations
- Addresses concerns in a transparent and professional manner and encourages others to approach situations in the same manner.

Flexibility

Continuously adapts behaviours and approaches to address specific situations

- Researches new information and approaches in order to adapt to changing needs
- Supports the organization by adapting long term plans, goals, assignments and approaches to meet the needs of changing situations
- Collaborates with diverse individuals in order to maintain organizational effectiveness during periods of uncertainty or change
- Encourages different opinions and perspectives

Problem Solving & Decision Making

Considers issues from various angles; develops multiple solutions and adapts approach and decision making as required

- Breaks down issues in order to identify core components
- Develops multiple solutions and considers the advantages and disadvantages of each solution
- Asks questions and does research to learn more about the issue
- Makes revisions and alters solution when required

Teamwork & Relationship Building

Shares ideas, concerns and solutions with the team. Builds on current working relationships while developing new ones

- Develops relationships by establishing respect, trust, support and understanding
- Recognizes and responds to the concerns and perspectives of others.
- Builds on established rapport by asking questions to identify shared interests and to develop a common ground
- Recognizes others' assistance and contributions with gratitude and appreciation

- Recognizes and builds networks or relationships with others to meet current and future needs.
- Solicits input and feedback from others

Leadership

Promotes and builds internal commitment

- Seeks consensus to build commitment and support for a decision or project
- Fully supports change and will work with others to increase cohesiveness and address issues
- Will elicit the feedback of others to improve and respond to situations or decisions
- Upholds the values of the organization by modeling behaviour that exhibits organizational expectations

Alternate formats available upon request. Please talk to Library staff.