**Role:** Program Volunteer - Home Library Service

**Reports to:** Home Library Service Librarian

**Purpose:** Volunteers will assist residents to access the collection of Wyndham City Libraries by delivering library items to eligible customers who are unable to visit the library due to ill health, frailty or people with a disability.

**Department/Unit overview:** Wyndham City Libraries are located in one of the fastest growing municipalities in Australia. Currently there are five council libraries in Wyndham with opportunities for volunteers to assist library staff in the provision of a quality library service in a high growth area.

**Wyndham City:**

**Vision** – Diverse People, One Community, Our Future

**Mission** – We strive to serve the best interests of the Wyndham community by providing quality services; managing growth; and supporting residents to lead healthy, safe, vibrant and productive lives, while protecting our local environment.

**Values** – Integrity, Community Focus, Respect, Commitment, Leadership and Teamwork

**Key Responsibilities and Duties:**

* Delivering and collecting items from customers’ homes and returning them to the library.
* Ensure all items are secure in the vehicle and that customer information is not visible.
* Be reliable and punctual.
* To be non-judgmental - understanding that customers have been appropriately assessed by staff.
* To pass on any feedback from the customer, including requests for particular items.
* Attend all compulsory training sessions.

**Desired Attributes:**

* Volunteers will need to use their own car, possess a valid Victorian Drivers Licence and ensure their vehicle is in a roadworthy condition. Comprehensive insurance is desirable.
* A current Working with Children Check card is required (or willingness to apply for a free Volunteer card).
* Comfortable with the physical requirements of the role - stretching, assisted lifting and carrying.
* Driver will need to be able to read a road map.
* To be understanding – you will encounter people with mobility and communication problems and different cultural, religious and social backgrounds.
* Ability to communicate effectively with older adults and people with a disability.
* Good written communication skills

**Length of Appointment:** Volunteers are subject to a probationary period of 3 months. The role is ongoing and will be reviewed annually.

**Police Check:** A police check application will be lodged once a volunteer has been accepted into a program and will be completed every 3 years. There is no cost to the volunteer.

**Working with Children Check:** If you volunteer with children, you will need a current Working with Children Check (WWCC) before you commence your volunteer role.

**Support:** Training will be provided for this role. In addition, the Home Library Service Librarian will be available for questions and assistance.

**Dress Code:** Neat casual and appropriate closed in footwear.

**Signed: ............................................................................. Date: ..../..../.........**

**Name: .............................................................................**