



Redland City Council Position Description

Date Created	9 JULY 2025
Date Amended	
Probation Period	3 months
Related Positions	
Authority Level Approval	Group Manager
Established Position	No

Position Title	Project Coordinator Age Friendly Library
Position Number	201855
Award	Queensland Local Government Industry Award - State 2017 and applicable Division(s)
EB Agreement	Officers' Certified Agreement
Applicable Agreement/s	
Salary Level	4
Position Employment Type	Temporary
Attendance Type	Part Time
Department / Group	Community and Customer Services / Customer and Cultural Services
Unit / Team	Library Services / Cleveland Library
Standard Hours	14.5
Medical Classification	B - Completion of a Medical Questionnaire and a Physical Assessment

PRIMARY PURPOSE

As a result of a one-off grant received from the Department of Families, Seniors, Disability Services and Child Safety this role will deliver a project titled Engaging Minds, Enriching Lives – developing interactive programs for seniors. The incumbent will partner with Redland City Council's (RCC) Strengthening Communities Unit and local community groups to design and develop a series of interactive programs for older Queenslanders using existing library resources. This project will support the implementation of the Redlands Coast Age Friendly Action Plan 2021-2026 and the Library Strategic Plan 2023-2028.

The incumbent will develop the programs and supporting documentation, deliver pilot programs and evaluate and refine the programs. Once programs are developed and tested they will train library staff and volunteers from partner organisations in program delivery to allow for flexibility and increased capacity. Project evaluation and continuous improvement will be built into the project. This position undertakes effective and efficient service delivery to fully satisfy Council's corporate, operational and business plans as they apply to the Library Services Unit, while optimising productivity and maintaining an attractive, safe, equitable and rewarding workplace.

STATUTORY REQUIREMENTS AND CORPORATE REQUIREMENTS

All aspects of this position will be performed by the incumbent to:

- satisfy all relevant statutory obligations,
- satisfy public sector ethical standards, and Redland City Council (RCC) codes of conduct and values,
- comply with the Information Privacy Principles of the Information Privacy Act 2009,
- contribute to and support the achievement of Redland City Council's Corporate Plan,
- align with authorised RCC policies, guidelines, and procedures,
- support and contribute to customer service that satisfies the RCC Customer Charter, and
- protect the safety of self and other workers through safe work practices as detailed in the Workplace Health and Safety Responsibilities Procedure and associated statements.

For staff who create or receive corporate/business documents (including e-mail), it is a requirement that these documents be registered into the relevant corporate recordkeeping system/s in accordance with approved Policy and Procedures.

ORGANISATIONAL RELATIONSHIPS

Reports to: Branch Librarian (Cleveland)

Supervises:

DELEGATIONS

As described in the Delegations Register.

Key Accountabilities		
1	Research, design, document and pilot a range of age friendly library programs tailored to the needs and interests of older adults. Focus initially on the activation of the Tovertafel, Preservation Station, VR Headsets and Makerspace encouraging participation and creativity. Partner with community organisations and stakeholders to ensure programs are inclusive and relevant. Stay informed with trends in services for older adults incorporating this into program design and delivery.	25%
2	Connect with external and internal stakeholders to promote the activities of the RCC Libraries that focus on the needs of older customers. This includes planning and facilitating internal and external workshops in order to maximize participation and inclusion. Collaborate with community members through the co design methodologies and seek feedback from older customers during the project phases to ensure the programs are real for the clients.	25%
3	Maintain detailed project documentation in PMO365. This includes the project timeline and the areas of budget, promotion and reporting. Maintain data and evidence, records, minutes and participation data. Collect feedback and contribute to progress updates, final evaluation reports and business-improvement recommendations.	20%
4	Deliver training and mentoring for library staff and volunteers to build knowledge and confidence in engaging older adults. Promote a culture of continuous improvement.	20%
5	Work with the Library Communication and Engagement Team to develop targeted promotion strategies that raise the awareness of the library age friendly strategies and services on offer.	10%

Selection Criteria

1	Experience developing and delivering age-friendly programs, utilising existing library resources such as the Tovertafel and Makerspace to the older demographic.	25%
2	Highly developed and effective interpersonal, communication and customer service skills. Demonstrated ability to work autonomously to prioritise tasks and meet deadlines. Ability to appropriately resolve conflict without compromising working relationships with stakeholders.	25%
3	Demonstrate a genuine interest and understanding of the needs of older people, including developing programs that encourage social connection, cognitive engagement, and accessibility	20%
4	Highly developed written communication skills to ensure accurate recording of project documentation and training resources.	20%
5	Achievement in the delivery of projects across library services that support business improvement activities, including reporting and budget management.	10%

Mandatory Criteria

Current C class drivers licence

Criminal History check prior to appointment

Desirable Criteria

Experience working with or delivering programs for older adults or volunteers

Understanding of age-friendly principles or inclusive community development

Knowledge of local government operations or library services

Authorities

This position description meets the capability requirements of the position.

People and Culture Officer / Executive Group

Manager, People, Culture & Org Performance

Date:.....

Group/General Manager/

Chief Executive Officer:.....

Date:.....