

## **SOCIAL SERVICES COORDINATOR**

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**DEPARTMENT:** Adult Services

**DATE:** July 2019

**REPORTS TO:** Department Head, Adult Services

**CLASSIFICATION:** Exempt

**PAY GRADE:** 12

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### **Objective:**

Develops, coordinates, manages and promotes in-house and offsite programs and services targeting underserved and high need populations including immigrants, low-income and homeless populations.

### **Essential Duties:**

1. Creates strategies for reaching underserved and high need populations with the goal of increasing access to information and library services.
2. Provides welcoming, hospitable, and dynamic customer service to all members of the public.
3. Conducts patron needs assessments (i.e. residential placement, finance, safety) and facilitates referrals to social service agencies, assisting patrons with attaining resources that fit their needs.
4. Develops a network of stakeholders and partners interested in collaboration with the library. Works with community partners to coordinate and implement programs and services. Serves as liaison between the Library and relevant community organizations.
5. Facilitates and conducts staff training to increase understanding and improve service to diverse populations within the community.

### **Other Duties:**

1. Contributes to public awareness of programs and services through active networking, public presentations, relationship building with relevant organizations, and collaboration with other library staff.
2. Pursues professional growth and career development through active participation in professional organizations and continuing education.
3. Serves as PIC as assigned.

### **Knowledge, Skills, and Abilities:**

1. Demonstrated experience working with diverse populations.

2. Knowledge of community resources.
3. Friendly demeanor and compassionate personality.
4. Ability to work and communicate effectively with public and staff.
5. Ability to solve problems creatively.
6. Ability to use computer keyboard, telephone, and other office equipment.
7. Ability to maintain composure in difficult situations.
8. Ability to work independently in the absence of supervision follow through tasks to completion.
9. Ability to reach, bend, and lift to shelve and retrieve library material.
10. Ability to move freely throughout the building.
11. Ability to stand for extended periods of time.
12. Bilingualism (English/Spanish) required.

**Qualifications:**

Education: Master's degree in social work or related field required.

Experience: Two years related experience required.

Evening and weekend hours required.

Access to transportation required.

The Addison Public Library is committed to providing excellent service to its community. Staff members are expected to interact with patrons and staff with courtesy and respect.

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*Subject to change without prior notification.*

*Every effort has been made to ensure the accuracy and thoroughness of this job description. However, some circumstances are difficult to predict. As a result, employees may be asked to perform other related functions in support of the library mission or its needs.*