

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Community Conduct Coordinator**

Dept.: **Public Services**

Reports to: **Director of Public Services**

Effective Date: **Revised December 2018**

Job Code Number: **20728**

Grade Number: **20, Non-represented**

FLSA Status: **Exempt**

General Position Summary:

Coordinates the development of procedures and guidelines that support KCLS policies, that contribute to a welcoming and supportive environment, and that build strong and healthy relationships with patrons within KCLS community libraries. Develops and maintains collaborative relationships with community-based programs and/or agencies that support positive patron engagement, in particular youth and adults with high risk behaviors while at the library. Provides social service resources and referrals, and intervention and prevention strategies to staff, patrons and partner agencies to reduce at-risk behaviors. Works with various internal departments to create youth- and adult-at-risk development tools and trainings that support the mission, vision and values of KCLS.

Essential Duties/Major Responsibilities:

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. Provides face-to-face intensive outreach and intervention to youths and other patrons demonstrating at-risk and/or high-risk behavior. Provides support and coaching to library staff when high-risk situations occur within community libraries.
2. Develops and builds strong collaborative community relationships with schools, community-based organizations, governmental agencies, local law enforcement and grass roots organizations that support the development of at-risk individuals, youth through adult.
3. Works directly with library staff and patrons, including at-risk youth and adults, displaying high-risk behaviors within the library. Assists identified library staff with activities that support developmental needs of specific patron groups, as needed.
4. Ensures consistent and effective implementation of Rules of Conduct and other related policies, procedures and guidelines across the libraries.
5. Monitors and evaluates the trends of at-risk youth and adults and documents the significance of disruptions to the library operations and programs. As needed, participates in risk assessments and surveys to reduce risk and ensure a safe and secure environment for all.
6. Utilizing internal data and research, works in partnership with the local library management team and Safety Coordinator to develop systems that create an inclusive and safe environment for patrons.
7. Conducts post-incident inquiries, and generates reports and management debriefings.

Recommends appropriate actions.

8. In coordination with Staff Development department, assesses need for new and existing staff training and identifies and/or provides related training. Serves as a resource to staff and acts as liaison with outside agencies, community groups and public for patron security related issues.

Secondary Duties:

1. May serve as a person with responsibility for safe and efficient operations in an assigned facility.
2. Participates in and/or leads assigned meetings, committees, and task forces within KCLS and represents KCLS with outside agencies and other groups.
3. Performs other duties as assigned.

Core Competencies:

Customer Focus

Primarily focused on customer needs, able to deliver high quality, value added services. Constantly strives to find new ways to increase customer satisfaction and understanding, foster equitable services, and forge meaningful connections.

Valuing Diversity

Manages relationships with all kinds and classes of people inclusively and equitably; respects, values, and encourages the unique dimension each employee adds to the organization and each member of the community brings to the whole. Seeks opportunities to learn from differences.

Ethics, Values, and Judgment

Exercises best judgment, trustworthiness, and professional standards of conduct; consistently demonstrates organizational values, moral principles, and accountability in behavior, character and action. Defends intellectual freedom and patron confidentiality.

Professional & Technical Knowledge

Demonstrates proficiency in professional and technical skills/ and or knowledge in position-related areas; purposely keeps up with current developments and trends in areas of expertise, in order to foster personal success and connections for others.

Communicates Effectively

Conveys ideas/information in a way that is clear, engaging, and suitable to the audience. Main point of their message is apparent. Listens more than they speak, responds appropriately. Seeks influence.

Decision Quality

Makes decisions and solves problems, can deal adeptly with varied levels of complexity, ambiguity, and risk; takes responsibility and accepts ownership for decisions regardless of outcome. Responds promptly and appropriately in crises situations.

Interpersonal Savvy

Relates well to all kinds of people at all levels, both internally and externally; builds appropriate relationships; interactions are often purposeful and constructive.

Accountability

Holds self, direct reports, and others accountable for achieving intended outcomes; follows up and monitors progress to ensure that things stay on track; models organizational values and norms.

Coaching and Counseling

Facilitates the development of other's knowledge, abilities, and skills to fulfill job and role responsibilities more effectively. Provides timely feedback, guidance, and encouragement to help others achieve better performance and goals; builds confidence of others.

DESIRED MINIMUM QUALIFICATIONS

Education/Experience:

A typical way of obtaining the knowledge, skills, and abilities of this position is:

- Graduation from a four-year college or university.
- Two to four years of directly related experience working with at-risk youth and adults.
- Working knowledge of local youth and adult community-based resources and organizations.
- Working knowledge of principles of de-escalation and mediation methods and training.
- Working knowledge of specific risk factors associated with high-risk behavior.
- Knowledge of and previous experience with diverse populations (language, culture, race, age, economic status, etc.).

SPECIAL REQUIREMENTS

Valid Washington State Driver's License.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is constantly using hands in conjunction with frequent finger use and typing, this typing is seldom repetitive. Frequently sits and occasionally will stand and walk. Will frequently reach up to chest level with hands and arms. The employee will occasionally lift to 10 pounds and seldom up to 20 pounds. Will seldom push/pull with light to moderate force for moving loaded carts and hand trucks.

WORK ENVIRONMENT

Positions at this level encounter new, unusual, hectic, demanding or risky situations periodically, but have resources available to assist with identifying solutions or actions. Interactions with others can include situations that involve behavioral issues. Mental demands or stresses are present in the job. Work schedule may include evenings and weekends. Extended periods of

standing are occasionally required. Extensive travel within service area and evening/early AM meetings and work are required.

Advancement Possibilities:

Open depending on education and experience.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between KCLS and the employee, and is subject to change as the needs of KCLS and the requirements of the job change.

Approval: _____
Director of HR