

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Health and Social Services Coordinator**

Dept.: **Public Services**

Job Code Number: **20018**

Reports to: **Director of Library Operations**

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

Effective Date: **Revised February 2020**

FLSA Status: **Exempt**

General Position Summary:

The Health and Social Services Coordinator will advance the mission of KCLS by developing and overseeing system-wide services that address the needs of vulnerable communities and promote community and workplace well-being. This position involves equipping staff to address patrons' needs through training and information sharing; providing access to community health information and connections to social supports; building capacity for direct patron service through collaboration with social services providers in community libraries; and networking with organizations to develop mutually beneficial partnerships. The Health and Social Services Coordinator represents KCLS and KCLS interests in interactions with area social service agencies, governmental entities, and other relevant organizations.

Essential Duties/Major Responsibilities:

1. Develop and facilitate relevant training for KCLS staff. Examples may include, but are not limited to, Mental Health First Aid, Trauma-Informed Care and incident response protocols.
2. In collaboration with other programs/departments, assist in the development and implementation of Critical Incident Response protocol that includes a staff debriefing model.
3. Provide consultation for staff regarding community resources, best practices for working with vulnerable populations, best practices for making appropriate and effective referrals to health and social service providers, and self-care/well-being.
4. Use data, including county and state health indicators, community and staff input, and expertise to identify trends in health, wellness, and social service related challenges at KCLS and the communities it serves, to identify and develop system-wide services and programs to address these needs.
5. Identify and provide information about community resources that may benefit patrons and/or KCLS programming.
6. Collaborate, consult with and train Librarian Services Managers to develop and/or implement health and social services programming.
7. Develop and implement programs for social service providers in community libraries including, but not limited to, peer navigators.
8. Serve as an internal resource, expert, and advocate for underserved and vulnerable communities.
9. Supervise staff and/or students providing direct social services to patrons in community libraries.
10. Strategize the expansion of social services throughout the KCLS system, building on the network of resources, drop-in social health services and referrals currently provided throughout the system.

11. Provide direct services to patrons as needed.
12. Build collaborative relationships with community organizations.
13. Build connections between community organizations and community libraries.
14. May participate on KCLS committees.

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.

Managerial Courage

Tactfully provides direct and actionable feedback in a timely manner, is open and direct but not intimidating; deals head-on with people and problems even in the most difficult situations.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- Master's Degree in Mental Health, Social Work, or related field.
- Counselor or Social Work license preferred, but not required.
- Demonstrated experience training and supervising staff, students, and/or volunteers.
- Working knowledge of principles of de-escalation and mediation methods and training.
- Working knowledge of specific risk factors associated with high-risk behavior.
- Five or more years of experience providing direct services to at-risk, vulnerable populations.
- Washington State Driver's License preferred, but not required.

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

This is a field location position. Work location varies depending on system needs and trends. 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.

Approval: _____
Director of HR