

**KING COUNTY LIBRARY SYSTEM**  
**Job Description**

Title: **Social Impact Coordinator**

Dept.: **Diversity Equity Inclusion**

Reports to: **Director, Diversity Equity Inclusion**

Effective Date: **December 2020**

Job Code Number: **10255**

Grade Number: **20, Represented**

FLSA Status: **Exempt**

General Position Summary:

The Social Impact Coordinator evaluates, monitors, and guides the social impact of both in-person and online library programming, services, and resources through intentional partnership development and collaboration with diverse and underserved communities, and creating connections across all KCLS departments and staff to improve community impact outcomes.

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. Develop and oversee ongoing collaborative relationships with community groups whose members are marginalized due to race, citizenship status, nationality, indigeneity, ethnicity, religious identity, sexual orientation, gender identity and expression, ability, age, size and class to understand the social impact of library programming, resources and services. Collaborate with the Library Access Coordinator in building these relationships.
2. Work cross-functionally to cultivate and track relationships with key community partners and leaders, and advise and build staff DEI competencies to deliver and assess diverse, equitable, and inclusive library programs and services.
3. Oversee and enhance the social impact of KCLS initiatives (e.g. Welcome Centers) and DEI related system activities (e.g. DEI department sponsored Committees) to ensure alignment with the organizational strategy.
4. Lead and/or assist in the design, implementation, and evaluation of new services to achieve organizational and strategic goals, objectives, and outcome measures.
5. Coordinate educational and resource support to KCLS staff to promote and facilitate awareness, fluency, and competency in diversity, equity, and inclusion concepts and practices that create positive social impact and inclusion in customer service.
6. Work with community contacts and partners to promote library programs and services to underserved communities. Assist with the development of communications, promotional materials, and distribution strategies.
7. Oversee direct engagement with underserved communities in the KCLS service area. Give presentations to groups within underserved communities regarding library programs, services, and employment.

8. Supervise assigned staff including their selection, training and development, performance evaluation, disciplinary actions, managing and approving payroll time entries and leave requests, and other human resources issues.

Secondary Duties:

1. Participate in assigned KCLS meetings, committees, and task forces and represent KCLS at assigned external agencies and groups.
2. May assist in collection development to meet the needs of underserved communities.
3. Perform other related duties as required or 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.

**Vision and Strategic Thinking**

Supports, promotes, and ensures alignment with the organization's vision, mission, and values; holds big picture view while setting priorities, often uses breakthrough strategies to find the way forward.

### **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.

### **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.

### **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.

## DESIRED MINIMUM QUALIFICATIONS

### Education and Experience:

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

- Bachelors' degree or technical training in relevant area of expertise.
- Demonstrated knowledge and understanding of best practices in organizational diversity, equity, and inclusion, particularly through a racial equity, social impact, and intersectional disability lens.
- Previous work experience with extensive public contact serving a diverse clientele.
- Previous supervisory experience.
- Demonstrated commitment to diversity and the library's mission, vision, and values.
- Excellent service-oriented interpersonal and communication skills with the ability to establish positive rapport with colleagues, patrons and community groups.
- Ability to work well independently and collaboratively.
- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job described above.

## 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**

Work is performed primarily in an office environment, involving extensive travel to community libraries and occasional evening or early morning meetings.

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