General Position Summary:

Actively connects with library patrons to build, ongoing productive relationships. Works directly with those patrons needing social service assistance by providing information, support, and referrals to appropriate organizations. Serves as a resource for library staff. Models effective techniques for working with patrons experiencing mental health, substance abuse, unstable housing, or exclusion issues. Represents KCLS and KCLS interests in interactions with area social service agencies, governmental entities, and other relevant organizations.

Essential Duties/Major Responsibilities:

Essential duties are not intended to be an exhaustive list of all responsibilities, duties and skills. They are intended to be accurate summaries of what the job classification involves and what is required to successfully perform the job. Employees are responsible for all other duties as assigned.

1. Identify library patrons who may benefit from social service support through outreach, direct observation, or referral by library staff.
2. Evaluate patron’s identified needs through an intake assessment. Needs may include but are not limited to the following services: housing, mental health, primary care, substance abuse, case management, etc.
3. Provide current and relevant information, support, referrals, and assistance to patrons experiencing mental health issues, substance abuse, unstable housing, or exclusion issues.
4. Provide short-term case management for library patrons who would benefit from it.
5. Serve as a resource and model to local library staff to work effectively with patrons experiencing life challenges.
6. Serve as a resource to local library staff regarding community resources for at-risk individuals and families.
7. Connect and build collaborative relationships with community organizations.
8. Provide consultation to library staff on a daily basis as needed in regards to issues relating to social service needs of patrons.
9. Provide consultation and support to the library staff through de-briefing during and/or after an incident with patron(s) has occurred.
10. Crisis assistance and intervention in the library as required.

Secondary Duties:
1. Initiates, participates and collaborates with KCLS staff on projects, committees and trainings. Represents KCLS in networking with other agency representatives and at community meetings, as related to the essential duties.
2. Serves as a resource for KCLS as a whole on issues relevant to patrons experiencing mental health issues, substance abuse, unstable housing, or exclusion issues.
3. May attend management team meetings.
4. Other duties relevant to position as assigned by supervisor.

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 Judgement**
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.

**Approachability**
Listens more than they talk; allows appropriate time for interactions; purposely builds rapport, sets positive tone and exhibits confidence by body language and speech. Maintains boundaries.

**Compassion**
Calm and reflective, self-possessed even in the face of provocation, recognizes and manages stress appropriately, even during tough times.

**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.

**Conflict Management**
Manages own reactions and resolves workplace conflicts in tandem with others effectively, works constructively; finds common ground and seeks appropriate solutions, can hammer out tough agreements and settle disputes inclusively and equitably.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- Possession of a valid Licensed Independent Clinical Social Worker (LICSW) license issued by the Washington State Department of Health, OR
- Possession of a valid Licensed Advanced Social Worker (LASW) license issued by the Washington State Department of Health.
- Three years' experience providing direct service to at-risk, marginalized populations.

SPECIAL REQUIREMENTS
Washington State Driver’s license.
LISCW or LASW.

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 may be repetitive up to occasionally. Frequently sits and occasionally will stand and walk. Will frequently reach up to chest level with hands and arms and up to occasionally will operate foot controls. The employee will occasionally lift/carry up to 10 pounds, seldom lift to 20 pounds and will seldom push/pull carts using light force.

WORK ENVIRONMENT
Work is normally performed on site within KCLS branch. The position may require working extended hours beyond normally assigned shift and is subject to interruptions.

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