

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

Title: **Youth and Family Services Manager**

Dept: **Public Services**

Job Code Number: **20733**

Reports to: **Director of Outreach Programs and Services** Grade Number: **22, Represented**

Effective Date: **Revised January 2019**

FLSA Status: **Exempt**

General Position Summary:

The Youth and Family Services Manager will be responsible for planning, managing, and evaluating system-wide public programming, partnerships, and service delivery in assigned areas. Supervises a team of 10 staff including librarians, coordinators, program assistants, and support staff that manage programming, outreach, and services for infants, children, teens, and caregivers, including bookmobile outreach to youth. Collaborates closely with three other service area leads and the regionally-based Librarian Services Managers in planning and guiding the work of the 33 Teen Services Librarians and 46 Children's Services Librarians across the system. Develops a collaborative and resilient team; actively manages individual and team performance. Builds and maintains strong and collaborative relationships with colleagues across KCLS. Contributes to the development of the Library's strategic direction; develops and executes plans which advance system goals. Cultivates a strategic, anticipatory mindset in responding to complex issues in a changing environment.

Essential Duties/Major Responsibilities:

1. Select, coach, develop, and manage performance for members of Youth and Family Services team.
2. Develop strategic programmatic direction in assigned areas in coordination with key stakeholders. Research and anticipate trends both within and outside of the public library field. Implement changes and enhancements as required.
3. Oversee the development of responsive, coordinated, and innovative programming, services and large-scale library events and ensure that the Library's standards for evaluation are consistently applied in the development and execution of these efforts.
4. Cultivate relationships and partnerships at a system level that align with the Library's strategic priorities and address community needs and interests.
5. Collaborate with Regional Managers in providing necessary support and guidance to the Librarian Services Managers to manage and develop library programs and services in assigned areas.
6. Manage and maintain excellent internal and external customer service, interpret library policies and procedures to the staff and public, and respond appropriately to sensitive or controversial inquiries or complaints related to assigned library service emphases.
7. Participate in the creation and communication of the vision and strategic priorities of the library.
8. Collaborate with other KCLS departments to launch new initiatives, and develop system-wide service plans that align with strategic priorities. Provide support to regional service plans as needed.

9. Plan and monitor assigned budgets, including KCLS Foundation and other grant budgets; perform, or delegate as appropriate, administrative record keeping and reporting.
10. Ensure the effective use of resources by planning, organizing, monitoring, evaluating and measuring impact against service objectives. Research and prepare monthly and periodic reports as required/requested to support the interests of the Library and patrons.
11. Contribute to the development and expansion of a robust volunteer program in support of our services.

#### Secondary Duties:

1. Attend and actively participate on various internal and external committees.
2. Initiate, participate, and collaborate in the library profession beyond KCLS; maintain professional expertise in order to provide relevant public service.
3. Perform 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.

##### **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.

### **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.

### **Building Effective Teams**

Blends people into cohesive teams that apply their diverse skills and perspectives to achieve common goals; creates and supports strong morale and a healthy work environment.

### **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 QUALIFICATION:**

### **Education/Experience:**

- Masters of Library Science degree from an ALA accredited library education program and eligibility for Washington State Librarian Certification
- Four or more years supervisory/management experience in a public library system.
- Two or more years' experience as a children's services librarian; additional experience working with teens preferred.
- Minimum 2 years' experience in budget planning, preparation and administration.

## **SPECIAL REQUIREMENTS**

Washington State Librarian's Certificate.  
Valid Washington State Driver's License.

## **PHYSICAL DEMANDS**

While performing the duties of this job, the employee is up to constantly using hands in conjunction with frequent finger use and frequent typing. This typing may be repetitive up to occasionally. Up to constantly 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.

## **WORK ENVIRONMENT**

The job is performed indoors in a library setting and in the community, and includes work at a PC monitor. Incumbent will work evenings and weekends and must be available for early morning and/or evening meetings, and able to serve on-call. Work involves travel between libraries. Extended periods of standing are occasionally required. Encounters situations that involve behavioral issues. The position involves frequent interruptions with maximum flexibility required.

Advancement Possibilities:

Regional Manager

Other Manager or Coordinator classifications

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