

Monroe County Library System Job Description

LOCATION: L.S. Navarre Branch Library
TITLE: Social Worker
REPORTS TO: Library Director
DATE: November 18, 2019
STATUS: Non-exempt, part time, up to 20 hours per week

SUMMARY

This position works directly with library patrons needing social service assistance by providing information, support, and referrals to appropriate organizations; serves as a resource for library staff and models effective techniques for working with library patrons experiencing trauma/secondary trauma, mental health issues, substance use, unstable housing and other psychosocial needs; building relationships with a diverse library clientele; and collaborates with community organizations on a system-wide approach. Each branch library has specific trends of need that are observed; the L.S. Navarre Branch tends to be an afterschool safe haven for youth in the local neighborhood.

EDUCATION/EXPERIENCE/TESTING REQUIREMENTS

- LMSW or eligible within 1 year with ability to supervise BSW/MSW students
- Two years paid full-time experience providing direct service to at-risk, marginalized populations within an educational setting such as a library, school, and/or community organization
- Appointment will be conditional upon successful completion of a pre-employment Criminal and caregiver background check

MINIMUM QUALIFICATIONS

The requirements listed below are representative of the qualities, knowledge, skill, and/or ability required to perform the essential functions of the job.

- Excellent written and verbal communication skills with patrons and community.
- Ability and initiative to work independently and efficiently with minimal direction.
- Strong program or project management experience.
- Demonstrated ability to project a positive public service perspective, skill in facilitating change, and the capacity to work effectively in a collaborative team environment with all levels of personnel.
- Ability to work effectively with clients displaying a wide range of disruptive or unusual behavior.
- Comfort in presenting information to individuals and groups in a variety of settings.
- Experience training non-Social Work staff in various topics related to patron need including secondary trauma management.
- Experience providing task and clinical supervision to BSW/MSW students.
- Social contracting with recipients/customers of voluntary services.

ESSENTIAL FUNCTIONS

The following are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Direct Customer Services

- Provides information, support, referrals, and assistance to library patrons (including youth and their parents/guardians when appropriate) experiencing mental health issues, substance abuse, unstable housing, or exclusion issues.
- Communicates with patrons in a confidential manner in order to understand their needs and provides information relevant to library services and individual patron needs.
- Connects with vulnerable or at-risk individuals within the library through roving service.
- Directly assists in linking patrons with community organizations to facilitate successful initial referrals/ appointments.
- Conducts needs assessment for food, housing, and shelter.
- Provides crisis intervention as required.
- Engages patrons in behavioral/social contracting when necessary.

Program Development and Coordination

- Serves as a resource for library staff on issues patrons may be encountering such as mental health issues, substance abuse, unstable housing, or trauma induced issues.
- Serves as a resource and model for library staff to work effectively with challenging patron behaviors.
- Initiates, participates, and collaborates with library staff on projects and committees related to patron need.
- Develops and maintains contact-tracking service notes and updates in a timely manner.
- While maintaining customer confidentiality according to the American Library Association guidelines, and the NASW Code of Ethics, gathers, analyzes, and presents data and information about usage of service for purposes of project evaluation.
- Assists library administration in developing and modifying appropriate policies and procedures.
- Contribute to public awareness programs aimed at furthering Whole-Person Librarianship model.
- Plans, develops, monitors, and evaluates related library programs and services to identify customer needs.
- Collaborates and communicates with local agencies, serves as a liaison for appropriate committees and represents the library to community groups in order to address the systemic issues and needs faced by at-risk library patrons who spend time in and around the library.
- Provides training opportunities to library staff and community partners on related issues such as secondary trauma.

General

- Maintains prompt, predictable, and regular physical attendance.
- Responsible for maintaining a safe, secure, and orderly public space within the library building and grounds.
- Contributes to a positive, team-oriented work environment by being helpful, respectful, and approachable to both staff and the public.

Other duties may be assigned. While this position is currently assigned at the above location, MCLS reserves the right to require all employees to be available for assignments at any MCLS location.

WORK ENVIRONMENT/PHYSICAL DEMANDS

Work requires walking, standing and lifting less than 20 lbs. Occasional lifting, carrying, and/or moving materials of 20-30 pounds. Occasional bending, squatting, climbing, and reaching motions.

LANGUAGE/COMMUNICATION SKILLS

Must be able to read, write, give, follow, and comprehend verbal and written instructions. Must have effective oral and written communication skills to communicate productively with staff and patrons. General computer and keyboarding skills. Ability to operate in an online, networked and hands-on environment.

HOURS: Up to 20 per week

GRADE P1: \$20.01 or approx. \$20.32 effective 1/1/2020

APPLY TO: Business Office
Monroe County Library System
Mary K. Daume Service Center
840 South Roessler St.
Monroe, MI 48161

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