Position Summary: This position identifies, coordinates, or establishes resources that support library customers with challenges in their everyday lives, and provides appropriate service for these customers. Closely collaborates with community agencies and other partners in order to coordinate on-site or off-site services for library customers and assists in training and supporting colleagues in relevant areas.

DUTIES:
- Develops relationships and resources that clearly demonstrates the library’s commitment to championing equity, diversity and inclusion for all, including youth and adult customers.
- Meets individually and builds relationships with library customers in order to proactively identify areas of concern to provide the necessary referral services consistent with the mission and services of The Cincinnati & Hamilton County Public Library.
- Provides feedback to leadership about training and coaching needs related to serving vulnerable populations and customers. Works in collaboration with Public Safety and other Library staff to proactively address underlying issues related to any conduct that is in violation of the Library’s Standards of Behavior.
- Develops partnerships with area agencies and stakeholders in order to provide services within the library or make referrals to off-site services available to library customers.
- Participates in community engagement and outreach, and assists in community-based initiatives.
- Provides expert information as part of library planning processes, leads projects that intersect with services to vulnerable populations, identifies and advocates for vulnerable populations, and helps guide efforts to evaluate and assess service delivery.
- Recommends strategies regarding policy creation and interpretation related to customer or community engagement in order to foster an inclusive, safe and welcoming library environment.
- Leads or participates in funding initiatives related to public library-based services for vulnerable populations.
- Regular and reliable attendance is a requirement of this position.

QUALIFICATIONS:
- Demonstrated commitment to Diversity, Equity and Inclusion.
- Record of success as a trainer and coach.
- Experience in successfully applying de-escalation techniques through a trauma-informed care lens.
- Demonstrated experience developing relationships with community partners.
- Experience in planning, implementing, managing and evaluating programs.
- Must demonstrate the skills and abilities to interact with the public, staff, and management in a respectful and professional manner that reflects the Library’s Values.
- Demonstrates professionalism in all settings, including being a team player; arriving to work reliably, regularly, and on time; and behavior that is consistent with building a strong organizational culture, while performing work duties.
- Demonstrates on-brand customer service to internal and external customers by exceeding customer needs and expectations.
- Excellent verbal and problem-solving skills.
- Strong interpersonal skills, including self-assuredness and the ability to stay calm and focused under pressure and in unpredictable situations.
- Must have the ability and willingness to successfully engage in constructive conflict management.
- Demonstrated ability to focus on details while prioritizing multiple projects.
• Well organized system for managing varying priorities.
• Must possess the ability to make independent decisions when circumstances warrant such action.
• Must be willing to seek out new methods and principles and be willing to incorporate them into existing practices.
• Seeks, accepts and incorporates feedback and direction.
• Ability to be flexible with work hours and work evenings, weekends, and some holidays when necessary.

JOB LOCATION:
Cincinnati, OH, United States

POSITION:
Full-time

EDUCATION AND LICENSURE:
• A minimum of a Bachelor's degree in Social Work (BSW) or equivalent undergraduate degree.
• A minimum of three years of experience providing trauma-informed services to vulnerable populations.
• Valid driver's license and acceptable driving record required.

HOURS:
40 hours per week, including weekends and evenings

SALARY:
Grade 7: $46,030.40 - $66,747.20 annual

DEADLINE:
Until Filled

Interested candidates should submit their resume and internal application to:

https://www.cincinnatilibrary.org/info/employment.asp

Equal Employment Opportunity Employer