

Diversity, Equity, Inclusion and Engagement Coordinator

Date posted: 3/27/2024

POSITION SUMMARY: The DEI&E Coordinator, under the direction of the DEI&E Director, supports and coordinates DEI&E activities whereby staff, customers and communities from all races, religions, sexes, sexual orientations, gender identities, national origins, ages, and disabilities are able to thrive. This position develops and fosters relationships with community-based organizations and serves as a resource navigator for customers. This positions also supports systemwide DEI&E projects and initiatives and provides support to the DEI&E Director and Department.

DUTIES:

- Meets individually with Library customers and builds relationships in order to proactively identify areas of concern to provide the necessary referral services consistent with the mission and services of CHPL.
- 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 policy.
- 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 events and assists in community-based initiatives during the day, evening, weekend and holidays, as needed.
- Provides coordination around action items detailed in the DEI plan.
- Supports and coordinates logistics for meetings, webinars, events/programs activities and community outreach programs.
- Creates, develops and tracks databases and surveys to measure effectiveness of DEI&E efforts.
- Coordinates and delivers DEI training to staff.
- Tracks and maintains benchmark metrics, KPIs, goals, and objectives statistics.

QUALIFICATIONS:

- Demonstrates a commitment to diversity, equity and inclusion efforts of all colleagues and customers regardless of age, cultural background, ability, ethnicity, family status, gender identity, immigration status, national origin, race, religion, sex, sexual orientation, socioeconomic status and veteran status.
- Experience developing relationships with community partners.
- Skilled in successfully applying de-escalation techniques through a trauma-informed care lens.
- Demonstrates success in planning, implementing, and coordinating programs.
- Interacts with members of diverse ethnic and socio-economic communities, children, staff and management in a respectful and professional manner that reflects the Library's values.
- Understands and supports the Library's mission, vision, culture, and structure, and demonstrates a comprehensive understanding of the Library's policies and procedures.

- Demonstrates professionalism in all settings, including an orientation toward teamwork, collaboration & building common ground with peers; arriving to work reliably, regularly, and on time; and behavior that is consistent with building a strong organizational culture, while performing work duties.
- Demonstrates proficient technology skills with the ability and willingness to learn new skills quickly.
- Strong communication and interpersonal skills, including the ability to listen actively and present clearly and effectively in a positive manner.
- Demonstrates on-brand customer service to internal and external customers by consistently fulfilling customer needs and expectations.
- Addresses and resolves concerns and conflict equitably and with patience and tact, seeking common ground and cooperation when possible.
- Possesses the ability to make independent decisions when circumstances warrant such action.
- Ability to maintain confidentiality of customers, peers, and department.
- Ability to seek out new methods and principles and be willing to incorporate them into existing practices.
- Seeks, accepts and incorporates feedback and direction.

JOB LOCATION:

Cincinnati, OH, United States

POSITION TYPE:

Full Time

EDUCATION:

- Associate's degree in Social Services, related degree or equivalent combination of education, training and experience.
- Minimum three years of experience connecting individuals with community resources.
- Driver's license with driving record acceptable to Library's insurance.

HOURS:

40 hours per week, including evenings and weekends.

SALARY:

Grade 7: \$46,945.60 - \$68,078.40 annual

DEADLINE:

April 12, 2024

Interested candidates should submit their resume and internal application to:

<https://chpl.org/about/working-at-the-library/>

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