

## **Family Advocate**

Review the summary of the job description below AND apply today:  
[6192694:Career Search \(saashr.com\)](#)

### **GENERAL SUMMARY**

Under limited supervision, circulates throughout youth areas of the library to build positive interactions with families. Assists the library staff to ensure customers are referred to family engagement programs and services. This position is part-time and operates 10 hours per week, approximately 2.5 hours daily, Monday through Thursday. Hours vary according to the branch need.

### **JOB REQUIREMENTS**

Specific Knowledge, Skills, and Abilities required include:

- Knowledge of the Library's policies, family engagement services and programming.
- Good oral and written communication skills.
- Demonstrated ability to interact effectively with a wide variety of people in differing circumstances.
- Interpersonal skills necessary to work courteously and effectively with other employees and the public.
- Ability to provide comprehensive customer service, including delivery of accurate, prompt, and courteous assistance, both orally and in writing to adults and children.
- Commitment to customer-centered public library service.

### **ESSENTIAL JOB FUNCTIONS**

- Complies with Cuyahoga County Public Library's policies, rules, guidelines, procedures, requirements, standards, and practices applicable to the job, including (but not limited to) work scheduling and attendance, customer service, use of Library property, computer use, personal conduct, and confidentiality.
- Maintains current knowledge of branch needs, family engagement resources, and community needs.
- Connects with customers to promote family engagement programs and services.
- Develops a rapport with CCPL customers, especially families, to share resources and information.

- Assists library customers with basic information regarding library programming, services, community organizations, and refers them to library staff for more extensive assistance.
- Summarizes each Family Engagement session in a reporting template.
- Assists branch staff as needed with the supply of family engagement resources and materials to the public, including distribution to community organizations.
- Represent the library at community events to promote family engagement programs.
- Attend Family Advisory Committee meetings as a library representative.
- Clean and sort toys in the branch. Order additional toys from the toy catalog.
- Maintain information in the Family Resource Center and arrange visitors to play times from organizations included.

### **Summary Minimum Education & Experience Required**

- High school diploma or GED.
- Demonstrated experience with families with preschool children is advantageous.

### **OTHER TESTING/LICENSES REQUIRED**

- Must have reliable means of getting to and from work.
- A criminal background check is required.

### **PHYSICAL DEMANDS AND WORKING CONDITIONS**

- No major sources of working conditions discomfort, i.e. standard work environment with possible minor inconveniences due to occasional noise, crowded working conditions, and/or minor heating, cooling or ventilation problems.
- Position involves extensive walking throughout the interior of the Library's property where assigned.

***This position is funded by multiple third-party grants to the Cuyahoga County Public Library that will expire on various dates in the future. The Library has a strong track record in securing grants and grant extensions but cannot guarantee permanent funding. If funding were to cease, the Library would explore other job opportunities but cannot ensure employment after grant expiration.***

**Hourly rate: \$12.00**