



VACANCY ANNOUNCEMENT

*Open to all qualified current staff
and external applicants*

COMMUNITY RESOURCES SPECIALIST

RUTH HOLLEY LIBRARY

(40 hours per week, exempt)

Position #211450001

DATE POSTED: May 06, 2022

PRIMARY LOCATION: 685 North Murray Blvd, Colorado Springs, CO 80915

STARTING WAGE: \$22.83 per hour + full benefits (for benefits information, please see: <http://ppld.org/jobs/benefits>)

POSITION HOURS: 40 hours per week per the following schedule:

Monday – Friday : 8 a.m. – 5 p.m.

Note: Regular schedule may be subject to minor changes due to required meetings, training events, etc. Also, management may require modifications to a position's schedule, days, times and locations at any time as the needs of the Library District change.

APPLICATION PROCEDURE:

1. Complete a PPLD online application located at ppld.org on/Jobs the Application tab
2. Attachments should be submitted in the following file types: .doc, .docx, .xls, .xlsx, .pdf, .htm
3. **Requires a cover letter and resume submitted online with application**
4. If you require an accommodation to complete your job application, please contact the Human Resources Office at (719) 531-6333, Ext. 6380 or send an email to sgollapalli@ppld.org

CLOSING DATE: Online application materials must be received by **June 02, 2022** at 9:59 p.m. MDT

CONDITIONS OF EMPLOYMENT:

All selected candidates...

- are required to complete a Department of Homeland Security I-9 Form at the time of hire and must be able to provide acceptable documentation in order to verify his/her legal right to be employed in the U.S. (pursuant to the Immigration Reform and Control Act of 1986). Pikes Peak Library District participates in E-Verify.
- are subject to a full reference and background investigation including verification of identification (including verification of Social Security number using USCIS E-verify), education, former employment, and criminal history.
- may be uniformly tested for job-related skills and required physical abilities.
- may be required to undergo a physical examination *after* a job offer is extended in order to ensure that the job's physical requirements are met.
- must understand and comply with PPLD's drug-free workplace policy.
- understand and agree that they have been hired at the will of the employer and that employment may be terminated at any time, with or without reason, and with or without notice.

EOE As an **Equal Opportunity Employer**, Pikes Peak Library District does not discriminate on the basis of race, color, religion, sex, age, national origin, disability, pregnancy, sexual orientation including gender orientation, genetic information, military status, or any other status protected by law or regulation. It is our intention that all qualified applicants are given equal opportunity and that selection decisions be based on job-related factors. The library reserves the right to hire more than one person per advertised vacancy.

COMMUNITY RESOURCE SPECIALIST (cont.)

Position Summary: Operates in a diverse environment to help fulfill the Library's Mission by working directly with 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 patrons experiencing mental health, substance abuse, unstable housing, or exclusion issues. Actively connects with patrons to build productive relationships. Represents PPLD in interactions with area social agencies, governmental entities, and other relevant organizations.

Essential Functions

Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

- Provides information, support, referrals, and assistance to patrons experiencing mental health issues, substance abuse, unstable housing, or exclusion issues.
- Serves as a resource and model to library staff to work effectively with challenging patron behaviors specifically with issues relevant to patrons experiencing mental health issues, substance abuse, unstable housing, or exclusion issues.
- Provides excellent customer service and maintains a courteous, positive image of the Library; maintains confidentiality in all customer and staff interactions.
- Serves as a resource to library staff regarding community resources for at-risk individuals and families.
- Collaborates with community members and agencies to address the systematic issues and needs faced by at-risk library patrons who spend time in and around the library.
- Represents PPLD in networking with other agency representatives and at community meetings.
- Connects with vulnerable or at-risk individuals within the library through various settings including one-on-one appointments, drop-in times, and roving services.
- Works closely with Security department to address at-risk patron behavior and incidents.
- Crisis Intervention as required.
- Travel throughout the district as patron needs arise.

Additional Duties and Responsibilities

Duties are considered non-essential and include the following:

- Attends regular department meetings and scheduled All-staff meetings.
- Performs other job-related duties as assigned.

Required Knowledge, Skills, and Abilities

The employee is expected to perform or possess the following:

- Knowledge of the Pikes Peak Library District's policies and procedures and ability to follow them.
- Ability to act as an ambassador of Pikes Peak Library District by promoting its mission and vision to the public.
- Ability to maintain effective, productive relationships with customers and staff; calmly and effectively assists customers in difficult or stressful situations.
- Ability to work as part of a team, demonstrating an excellent customer service attitude.
- Demonstrates flexibility to actively support change in order to meet strategic goals and objectives.

COMMUNITY RESOURCE SPECIALIST (cont.)

- Demonstrates excellent verbal and written communication skills; maintains effective relationships with customers, coworkers, and with staff at all levels.
- Demonstrates ability to effectively use applications software, including Microsoft Word, Excel, Access, and Outlook, along with standard office equipment.
- Demonstrates ability to exhibit sound judgment and demeanor in public interactions; thinks and acts appropriately under pressure.
- Demonstrates ability to work effectively, as a team member, organize daily work, and meet deadlines in a fast-paced, detail-rich environment.

Education and Experience:

1. Requires a Master's Degree in social work. License preferred.
2. Post-Master's Degree social work experience, including crisis intervention, documentation, evaluation, measurement, and accountability practices. (Library setting or Public Service Agency experience preferred)
3. Requires experience with computer equipment and software applications.
4. Experience and understanding of working with a diverse, urban population.
5. Experience working with youth and families experiencing marginalization.
6. Bilingual ability is a plus in serving a diverse community.

Physical and Environmental Conditions:

Work is primarily conducted in an office setting that provides comfortable lighting, temperature and air conditions. Position requires the ability to sit and use a computer or standard office equipment for extended periods. Position requires the ability to stand for extended periods of time. Position requires the ability to occasionally reach, bend, climb, twist, and squat.

Work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices or meeting rooms, e.g. use of safe work place practices with office equipment, and/or avoidance of trips and falls and observance of fire regulations.