



VACANCY ANNOUNCEMENT

*Open to all qualified current staff
and external applicants*

PEER NAVIGATOR PENROSE LIBRARY

(40 hours per week, non-exempt)
Position #140850002

DATE POSTED: June 09, 2022

PRIMARY LOCATION: 20 N Cascade Ave, Colorado Springs, CO 80903

STARTING WAGE: \$15 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 :30 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 23, 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.

PEER NAVIGATOR (cont.)

Position Summary: Pikes Peak Library District is hiring a peer navigator to work with patrons experiencing mental health, substance abuse, unstable housing, or exclusion issues. This person will engage in building relationships with patrons and provide information, support, and referrals to help individuals connect with appropriate social service agencies in the community.

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.

- Provide outreach within the library to inform patrons of available services and increase connections to available community resources.
- Roam all library property, including exterior perimeter, to initiate contact with patrons.
- Team outreach near library locations.
- Develop positive relationships with community providers and with patrons who are experiencing life challenges; provide referrals to support patrons in achieving their goals.
- Advocate for patrons to assist in attaining services.
- Effectively use interpersonal skills including de-escalation tactics; crisis intervention procedures; healthy boundaries within a professional helping relationship; trauma-informed care.
- Maintain standards of library code of conduct policy and clearly explain the policies to patrons.
- Utilize effective written and oral communication skills; ability to efficiently use Microsoft Office programs, email, and give oral presentations.
- Demonstrate self-motivation, be able to work independently in a setting that entails constant contact with the public; navigate working with a diverse population.
- Maintain patron confidentiality.
- Demonstrate excellent internal customer service through assisting other staff or participating in other projects as assigned.
- Travel throughout the Library district as needs arise.

Additional Duties and Responsibilities

Duties are considered non-essential and include the following:

- Attends and participates in regular department/branch meetings and scheduled All-staff meetings.
- Performs other job-related duties as requested.

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.
- Demonstrates effective verbal and written communication skills; understands and follows verbal and written instructions.
- Ability to work as part of a team, demonstrating an excellent customer service attitude.
- Ability to stand for up to four hours.

PEER NAVIGATOR (cont.)

Education and Experience:

1. High school diploma/GED preferred, but not required.
2. Must be 18 years of age or older.
3. Can demonstrate familiarity with those that have experienced homelessness, mental illness, substance abuse, or other vulnerable populations.
4. Can demonstrate the ability to help patrons navigate the process of identifying and securing resources needed for those experiencing homelessness, those managing the challenges of mental illness or substance abuse, and other vulnerable populations.
5. Bilingual ability is a plus in serving a diverse community

Physical and Environmental Conditions:

Work is conducted in a variety of settings, including a typical office that provides comfortable lighting, temperature and air conditions. Position requires the ability to occasionally reach, bend, climb, twist, and squat. Position requires the ability to lift up to 35 pounds.

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.