



## Job Description

<b>TITLE:</b> Community Support Specialist	<b>EXEMPTION STATUS:</b> Exempt
<b>DEPARTMENT:</b> Administration	
<b>REPORTS TO (JOB TITLE):</b> Deputy Director	<b>DATE CREATED:</b> Feb. 2020
<b>REVISION DATES:</b> September 2020	

### Summary

This position works at the libraries in the PLYMC system to help provide information, support, referrals, and assistance to patrons of all ages who experience mental health, substance abuse, housing, and minimization issues.

This position will help identify library patrons who may benefit from referral to community resources such as mental health services, substance abuse services, educational resources, after-school resources, housing services, food and community resources or case management services identified either through patron request, individual patron need assessments or through direct referral by PLYMC staff. This position will provide resources and referrals for services and assist patrons with follow-through with obtaining services.

### Level of Work

Knows and understands work requirements, defines issues, develops resolutions, directly interprets, adapts and applies principles, policies or procedures, and may develop or revise general policies and procedures for a specific functional area. Regularly makes independent decisions in more complex matters. Limited, very minimal supervision is provided. May provide guidance to other employees but is not a direct supervisor.

### Job Dimensions

**Title of all jobs reporting directly to this job:**

**# of Direct Reports:** 0

**Title of all jobs reporting indirectly to this job:**

**# of Indirect Reports:** 0

### Essential Job Functions

#### **Primary Responsibilities**

*(Listed in order of priority, from most important to least important)*

1. Obtains appropriate signed release of information forms when necessary for referral process, including consent forms from patron's guardian if a minor. Maintains on-going records of needs assessments, referrals and follow up services. Makes local resource referrals for various services to library patrons tailored to their requests and needs assessment information. Refers patrons who meet service criteria during needs assessment to appropriate service providers, and/or other appropriate agencies based on

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patron’s needs. Follows up with patrons to determine follow-through, suitability of referrals and outcomes. Works collaboratively with PLYMC staff to identify patrons who may be in need of, or who might benefit from, services by following up with patron to schedule a needs assessment.
2. Contacts police and other necessary assistance if a patron who might pose a danger to self and/or others is identified at the library. Works collaboratively with PLYMC staff and security services when police and/or ambulance intervention is needed.
3. Connects, builds, and maintains collaborative relationships with community agencies and organizations that provide services beneficial to library customers. Acts as liaison to these entities by attending identified community meetings, etc. Acts as a subject matter expert on social work topics.
4. Provides consultation and support to the library staff through assistance during or de-briefing after an incident with a patron(s) has occurred during their shift. Provides and/or arranges staff training pertaining to topics that might be beneficial in enhancing PLYMC staff’s understanding of homelessness, mental illness, and substance abuse.
5. Collects and maintains data to generate outcomes set by PLYMC planning committee. Creates an annual work plan. Analyzes these outcomes to determine if goals generated through staff feedback and set by PLYMC planning committee are being met. Completes program reports regarding services provided and known outcomes, report these services and outcomes to PLYMC every six months.
6. Promotes PLYMC as a regional model for being the first library in northeast Ohio to have a social worker by providing consultations, interviews and presentations on the service to the community, other libraries and the media.

**Physical Requirements**

Nature of work requires a high level of ability to effectively communicate and exchange information verbally, in writing and using basic technology resources (email, etc.) with attention to detail. Requires regular travel to other library branches, and community meetings as needed. Some transporting of library promotional materials or equipment not exceeding 25 lbs. Majority of work is performed in a general office / library environment. The job requires the flexibility to multi-task, handle interruptions and emergencies, and change focus. Availability for extended or non-traditional hours as needed to perform job duties. Participation and attendance at promotional events and off-site meetings required.

**Education/License Requirements**

Master’s degree in social work required. Focus in Children/Youth Services Preferred. Must be licensed to practice in the State of Ohio.

**Experience Requirements (Skills, Knowledge and Abilities)**

**Requires:**

1. A minimum of one year of experience is preferred.
2. Assessment skills and knowledge of de-escalation skills.
3. Experience working with Children/Families/Youth population.
4. Experience and understanding of the needs of a diverse urban population.
5. A sincere desire to improve the community and develop relationships that are helpful and supportive to PLYMC and patrons of the Library.

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**Core Behavioral Attributes:**

The Public Library of Youngstown and Mahoning County Library exists to help the people of Mahoning County access and use the information they need to be successful in all aspects of their lives. The Library is a center of community life that provides all residents, regardless of income, age, or race with ample opportunities for personal growth and enrichment.

Our employees actively support the mission, values and initiatives of the library, exhibiting a commitment to:

- Providing free and equal access to all library resources
- Protecting patrons' privacy and confidentiality
- Valuing diversity by providing a full spectrum of resources and services to the community
- Promoting education and lifelong learning
- Upholding the principles of intellectual freedom
- Demonstrating professionalism at all times and providing excellence in service, including providing a warm, welcoming environment for all patrons
- Supporting the library's efforts as a socially responsible community institution
- Maintaining, encouraging and assuring a positive working environment in which all staff members are treated with dignity and respect

*This job description is not intended to be a complete list of all responsibilities, duties or skills required for the job and is subject to review and change at any time, with or without notice, in accordance with the needs of the Public Library of Youngstown & Mahoning County. Since no job description can detail all the duties and responsibilities that may be required from time to time in the performance of a job, duties and responsibilities that may be inherent in a job, reasonably required for its performance, or required due to the changing nature of the job shall also be considered part of the jobholder's responsibility.*

**EMPLOYEE ACKNOWLEDGMENT**

I have read this job description and discussed it with my supervisor.

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Employee

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-Date