

COMMUNITY & SERVICES SUPPORT SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This is a professional position charged with supporting the patrons of the library that have been identified as at-risk or in need of community services. The incumbent works to ensure that patrons are safe and receiving the services from the library that they should and directs patrons to community agencies that may provide assistance that is necessary to help the patrons identified needs. The position works under the direct supervision of the Executive Director of the Albany Public Library. Supervision is not typical of this class.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Serves as a liaison between library and community agencies such as Homeless and Travelers Aid Society, Code Blue, Neighborhood Associations and other service organizations in the City;
- Monitors and maintains banned patrons lists and facilitate conversations with patrons to alter their behavior so they may receive library services;
- Provides support to staff and patrons concerning various resources throughout the community that would assist the needs of patrons;
- Provides outreach contacts for patrons of the library as assigned;
- Provides direct observation and monitoring of patron behavior and engage with persons who may be homeless to provide assistance in linking to appropriate services;
- Provides substance abuse information, referral and crisis assistance as needed;
- Promotes a healthy, safe environment for all library patrons;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of the neighborhood and community;
- Thorough knowledge of library policies and procedures;
- Good knowledge of personal computers and office equipment;
- Ability to establish and maintain effective interpersonal relationships with patrons, employers, and service agencies;
- Ability to communicate effectively verbally and in writing;
- Ability to deal with and resolve conflict
- Ability to work with youth and adults in a public library setting;
- Ability to interpret social incidents and concerns to police and representatives whenever;
- Good judgment;
- Tact and courtesy

MINIMUM QUALIFICATIONS:

- A. Graduation from a regionally accredited or New York State registered college or university or one accredited by the NYS Board of Regents to grant degrees with a Bachelor's Degree (or higher) and one (1) year of experience working with at risk population or in the social work field; **OR**
- B. Graduation from a regionally accredited or New York State registered college or one accredited by the NYS Board of Regents to grant degrees with an Associate's Degree and three (3) years of the experience working with at risk population or in the social work field; **OR**
- C. An equivalent combination of training and experience as defined by the limits of (A) and (B) above.