

Social Worker Head of Social Services and Public Safety
Position Description
Racine Public Library
Full-time; 40 hours per week

Job Description

The Racine Public Library has been the community's educational and informational institution since 1897. All employees are expected and encouraged to create a positive and friendly environment for Library users, the community, and co-workers. It is expected that all employees be flexible, responsive to change, and take a leadership role when necessary. Essential duties may change in response to evolving community needs.

This individual in this position, under the general supervision of the **Deputy Director Head of Adult and Youth Services**, works directly with individuals needing social service assistance by providing information, support, and referrals to appropriate organizations; serving as a resource for Library staff and modeling effective techniques for working with at-risk or potentially at-risk individuals **of all ages, and** ; ~~working with youth and teens to provide inclusive and engaging programs and activities.~~ The Library Social Worker will work with community organizations to determine community members' needs and translate those needs into action. **The Library Social Worker role integrates direct patron support with program development, staff consultation, and organizational leadership to address complex social service needs in accordance with the library's mission, values and strategic plan.** ~~under the umbrella of the Library's 20 Great Leaps.~~

Essential Duties

The following are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive.

- Identifies and engages with individuals who may benefit from social service support through outreach, direct observation, or referral by Library staff.
- Provides short-term case management for individuals who would benefit from case management services
- Utilizes anti-oppressive practices when working with individuals
- **Assesses patron's needs through direct interaction and observation, providing information, support and referrals to appropriate community resources. Needs may include, but are not limited to: housing, mental health, education, substance use support, financial assistance, trauma, etc.** ~~Evaluates individuals' identified needs through an intake assessment. Needs may include but are not limited to the following services: housing, mental health, primary care, substance abuse, case management, etc.~~
- ~~Provides current and relevant information, support, referrals, and assistance to individuals experiencing mental health issues, substance abuse, unstable housing, exclusion issues, trauma, or other life challenges~~
- Demonstrates professionalism by adhering to the National Association of Social Workers Code of Ethics
- Provides crisis intervention as required
- Brings in and creates programming that enhances the social functioning of community members
- **Develops, implements and evaluates social service programs and service delivery models within the library.**
- Works in collaboration with Library staff to provide and lead programs that engages **patrons of all ages.** ~~teens and youth~~

- Provides consultation to Library staff on a daily basis as needed in regards to issues relating to social service needs of patrons
- Provides consultation and support to Library staff through de-briefing during and/or after an incident with patron(s) has occurred
- Prepares reports on services provided, including statistics, outcomes, and impacts
- Serves as a resource and model to Library staff to work effectively with patrons experiencing life challenges
- Provides training, consultation, and ongoing support to staff on trauma-informed service delivery and complex patron interactions
- Oversees the Library's Sensory Space
- Cultivates and maintains partnerships with community organizations to expand access to resources for patrons
- Networks with other Library Social Workers and Interns on a regular basis to receive and provide peer support and to develop best practices in the emerging field of social workers in public libraries
- Advocates for the Library and Library patrons with local, county and state government leaders
- Engages in Continuing Education opportunities as required to maintain social work credentials
- Maintains prompt, predictable, and regular physical attendance
- Contributes to a positive work environment by being helpful, respectful, and approachable to both staff and the public

Leadership and Safety

- Regularly recruits, interviews, supervises and directs Social Work Interns working in the Library
- Supervises and directs Public Safety Specialists, providing guidance, training support and daily collaboration to ensure consistent and trauma-informed responses to patron needs and safety concerns.
- Supports a safe and welcoming environment by integrating social work principles into security practices and promoting de-escalation and harm-reduction approaches.
- Serves as a member of internal committees and is a standing-member of the safety committee, contributing to the development and implementations of safety protocols, procedures, and staff training related to patron behavior, crisis response and trauma-informed care.
- Serves as a liaison between frontline staff and leadership to align social service strategies with organizational goals
- Provides consultation and support to Library staff through de-briefing during and/or after an incident with patron(s) has occurred
- Recruits and supervises peer navigators
- Serves as a resource and model to Library staff to work effectively with patrons experiencing life challenges
- Collaborates closely with Public Safety Specialists to address patron needs, coordinate responses, and promote safe, trauma-informed interactions. Library security in working with patrons
- Prepares reports on services provided, including statistics, outcomes, and impacts
- Assists Partners with Library Administration in modifying appropriate Library policies and procedures; develops policies and procedures around issues related to social work
- Connects and builds collaborative relationships with community organizations

- ~~Advocates for the Library and Library patrons with local, county and state government leaders~~
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- ~~Engages in Continuing Education opportunities as required to maintain social work credentials~~
- ~~Maintains prompt, predictable, and regular physical attendance~~
- ~~Contributes to a positive work environment by being helpful, respectful, and approachable to both staff and the public~~

Qualifications

- Master's degree in Social Work; CISW or CAPSW certification
- Two years' experience providing direct service to at-risk, marginalized individuals desirable
- Ability to communicate effectively in Spanish, both orally and in writing, desirable
- Knowledge of community resources and social service agencies serving the Racine community
- Demonstrated experience working with diverse populations
- Demonstrated passion for working to improve the lives of people across the community
- Demonstrated deep understanding of principles of racial equity and social justice
- Demonstrated leadership ability
- Demonstrated time-management skills and ability to meet deadlines
- Knowledge of and ability to use current technology and ability to adapt to new technologies
- Ability to use metrics and statistics to assess the effectiveness of services and to determine and measure outcomes and impact
- Ability to plan and present programs for all ages
- Ability to work with the public and other staff members politely and with respect
- Ability to communicate effectively, both orally and in writing
- Ability and stamina to physically perform all of the necessary tasks assigned to the position
- Ability to work in a noisy and stressful environment
- Ability and initiative to work independently and effectively with minimal supervision
- Ability to use personal judgment to effectively problem-solve

Supplemental Information

Physical Demands of the Position

Walking, standing, sitting, bending, keyboarding, talking, listening, reading

Environmental/Working Conditions of the Position

Normal working conditions of a public library. This position requires intensive interaction with the public. Local travel is required to attend off-site meetings and events. Some regional and national travel may be required to attend training opportunities or conferences. Some evening and weekend work may be required.

Equipment Used

Computer, telephone, fax machine, photocopy machine, audio-visual equipment, projector, sound amplifying equipment, scanner, and other equipment not specifically identified.