



Community Health Coordinator

Hartford Public Library is nationally recognized for its wide range of initiatives including immigration services, employment assistance, school partnerships and youth leadership training. Now celebrating its 127th year, Hartford Public Library remains at the forefront of redefining the urban library experience in the 21st Century with services designed for and by a diverse and dynamic city and region. With seven locations throughout the city, HPL is the catalyst for opportunities in education, civic engagement, intellectual enrichment and cultural development for tens of thousands of children, youth and adults every year. www.hplct.org.

The Hartford Public Library is seeking a **Community Health Coordinator**. Under the direction of the Director of Community Safety, the Community Health Coordinator will assess, coordinate and deliver mental health and community resources in addition to connect customers to resources and provide referrals to agencies. The Community Health Coordinator will supervise interns under their area of responsibility and coordinate their assignments system-wide. They will also develop and maintain partnerships with community agencies and vendors/contractors who provide supportive services for customers and staff. The successful incumbent must be familiar with HIPPA, laws governing patron privacy and confidentiality, and the Code of Ethics of the American Library Association, as well as ADA governing public access to space and technology.

Responsibilities include:

Community Outreach/Liaison

- Serves as liaison for community partnerships with social service agencies
- Identifies partnership opportunities that can extend the efforts of both the Library and other community organizations and agencies.
- Develops relationships between the library and non-profit professionals responsible for health-related public programming and public events throughout community.
- Coordinates system-wide social work initiatives; provides guidance and support for social work-related issues throughout the system.
- Coordinates events and services that provide health related information to library customers.
- Represents HPL in community meetings related to mental health
- Cultivates relationships with other organizations

Public Service/Reference

- Assists customers in accessing community services, support with navigating social service systems and applications, understanding information from social service organizations; assists under supported communities and stakeholders in finding solutions and resources to address social, behavioral and educational needs.
- Disseminates information relating to social and community resources to staff and customers.
- Makes appropriate referrals to community resources or other agencies as needed.

- Intervenes to deescalate specific patron incidents and assists with/model effective conflict resolution.
- Assists with ongoing development and delivery of culturally responsive and trauma informed environments and library services.
- Develops recommendations to remove barriers to library services for at-risk patrons
- Creates helpful guides on health-related information and resources

Administrative/Reporting/Evaluation Training

- Contributes to organizational effectiveness by identifying training needs, developing and facilitating staff training on topics such as mental health first aid, trauma informed care, de-escalation skills
- Maintains expertise and knowledge of industry trends through continuous professional development
- Assesses current program efforts and recommends, creates, and implements new program formats assessments and evaluation.
- Delivers presentations, reports to the public, library staff and organizational partners.
- Supervision and oversight of internship program. Hires, assigns, trains, orients, and supervises interns including coaching on industry best practices. Creates and maintains a flexible environment for implementing new mental health/support services and trends.
- Supports adherence to established policies, procedures, and standards.

QUALIFICATIONS:

- An accredited Master's Degree in Social Work, Human Services, Community Advocacy, Health Education, a related health field, or Library Science. A Bachelor's Degree in Social Work may be accepted if accompanied by 3 years' of work and supervisory experience in social work, mental health, or human services.
- Knowledge of resources and social services available in the community
- Previous Library experience highly desirable.
- Previous experience with community organizing
- Strong commitment to consistent excellent customer service to a diverse population in an urban environment
- Ability to work independently and in a team environment.
- Solid written and verbal communication, listening, organization and priority setting skills.

Preferred

- Second Language Preferred
- Master's in Social Work Preferred
- Knowledge of Non-Violent Communication SW model
- Thorough knowledge of the principles, practices, and techniques of modern library operation

To Apply: Please email resume and cover letter to hpljobs@hplct.org and reference **Community Health Coordinator** in the subject line of your email.

Salary Range: \$48,437.22- \$55,776 DOE

Hartford Public Library is an Equal Opportunity Employer.