

## **Community Health Coordinator – Social Worker**

The Hartford Public Library is seeking a **Community Health Coordinator – Social Worker**. 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

#### **What we offer employees:**

Hartford Public Library offers robust benefits you won't find at other nonprofit organizations through a unique partnership with the City of Hartford. This includes:

- MERF Pension Plan with employer contribution
- Health Care, Dental, Pharmacy benefits
- Life Insurance
- Long Term Disability Insurance
- Mental health support through the Employee Assistance Program
- Tuition reimbursement program
- Paid professional development, continuing education and staff engagement opportunities
- Commitment to, and active plan of, diversity, equity, and inclusion work including implementation of the staff-led DEI Road Map.

#### **What we offer the community:**

The Hartford Public Library is a national leader in redefining urban public libraries in the 21st century as innovative, stimulating and engaging spaces where people can learn and discover, explore their passions and find a rich array of resources that contribute to a full life.

We are an integral part of the Hartford community and offer programs for all our citizens. With 7 locations and robust outreach services, we are here for Hartford. Our programs include:

- The American Place, which offers a variety of free services to welcome immigrants and refugees including English Language Learning, Citizenship preparation and civic engagement
- Digital Library Lab
- Hartford History Center
- HPL Studios
- YOUmedia teen spaces
- Baby Grand Jazz, a free series of Jazz performances open to everyone
- Summer Learning
- Leap into Learning - Early Literacy
- Adult education classes and support
- Career Certification, GED
- Technology training and digital literacy
- Library of Things
- Robust print, electronic, audio and video collections · And so much more! [Click here](#) to see all the great programs and services we offer.

**To Apply:** Please email resume and cover letter to [hpljobs@hplct.org](mailto:hpljobs@hplct.org) and reference **Community Health Coordinator – Social Worker** in the subject line of your email.

In light of the ongoing COVID-19 pandemic, the Hartford Public Library strongly recommend and encourages all employees to receive vaccinations. Vaccinations have proven to be an effective measure in preventing the spread of the virus and protecting individuals from severe illness. We are committed to safeguarding our workplace and community. While COVID19 vaccinations are recommended, they are not required at this time.

**Hiring Range: \$48,437.22- \$55,776 DOE**

**Hartford Public Library is an Equal Opportunity Employer.**