

## **Library Social Services Specialist**

Memphis, TN

**ESSENTIAL JOB FUNCTIONS:** Works under the direction of an assigned manager to build ongoing productive relationships with customers needing social service assistance, while providing information, support, and referrals to appropriate organizations. Acts as a resource for library staff to assist in working with customers experiencing mental health, substance abuse, unstable housing, or other needs. Meets individually with library customers in order to provide referral services or address issues in ways that are consistent with the mission, services, and constraints of LINC 211 and Library. Assesses customer's needs and provides current and relevant information, support, referral, and assistance with needs related to housing, mental health, primary care, substance abuse, case management, or other needs as identified. Provides training to staff and models effective techniques for working with customers. Identifies customers who may benefit from social service support through outreach, direct observation, or referral by library staff. Provides crisis assistance and intervention in the library as needed. Travels frequently throughout the City to different library locations. Develops partnerships with area agencies and stakeholders in order to provide services within the library. Participates in community engagement and outreach, and assists in community-based initiatives.

### **OTHER FUNCTIONS:**

1. Performs additional functions (essential or otherwise) which may be assigned.

### **TYPICAL PHYSICAL DEMANDS:**

Requires the ability to communicate clearly both orally and in writing with management, staff, and the general public. Requires the use of general office equipment such as computer, copier, fax machine, and telephone. Must be able to operate an automobile. Requires to ability to lift and carry up to 20lbs without assistance.

**TYPICAL WORKING CONDITIONS:** Majority of work is performed in a public library environment. Requires frequent travel to different libraries throughout the city

**MINIMUM QUALIFICATIONS:** Bachelor's Degree in Social Services and five (5) years of related experience; or any combination of experience and training which enables one to perform the essential job functions. Must possess and maintain a valid driver's license as a condition of continued employment. Bilingual in Spanish is preferred.

The City Charter requires that City Employees must establish residence within Shelby County within six (6) months from date of Employment. Proof of residence will be required at the time of hire. The City Charter requires that City Employees, with the EXECEPTION of "first responders", must establish residence within Shelby County within six (6) months from their date of Employment. Proof of residence will be required at the time of hire. As defined by Tennessee House Bill 105, "first responder means paid, full-time law enforcement officers, firefighters, and

emergency medical personnel and dispatchers of law enforcement, fire and emergency medical service departments."

The City of Memphis is committed to providing access and reasonable accommodation in its services, programs, activities, and employment for individuals with disabilities. To request disability accommodation in the application process, contact the Office of Talent Management at [talent.management@memphistn.gov](mailto:talent.management@memphistn.gov).

Division: Library Services

Additional Information

- Posting Date: Aug 21, 2024

Compensation

- Minimum Salary: US Dollar (USD) 51,321.51

**APPLY HERE: [Library Social Services Specialist - City of Memphis Careers \(selectminds.com\)](#)**

*The City Charter requires that City Employees, with the exception of "first responders", must establish residence within Shelby County within six (6) months from their date of employment. Proof of residence will be required at the time of hire. As defined by Tennessee Senate Bill No. 29, "first responder" means paid, full-time law enforcement officers, firefighters, and emergency medical personnel.*

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