

LA LAW LIBRARY JOB DESCRIPTION

Title:	Community Resources Specialist
Department:	Public & Legal Education
Focus:	Social Services Support and Referrals
Reports to:	Interim Senior Librarian Director, Public & Legal Education
Position(s) Supervised:	None
FLSA Status:	Nonexempt
Salary Grade:	4
Union Status:	Ineligible for Representation
Effective Date:	December 21, 2024

Position Summary

Under the direction of the Interim Senior Librarian, or the Director, Public & Legal Education, this position provides services, support and referrals for patrons with mental, physical or emotional health challenges or other social service needs, assists patrons and their families with connecting to and/or obtaining appropriate resources and services to improve overall functioning and utilize and process legal information, and provides staff consultations and trainings.

Responsibilities and Duties

The Community Resource Specialist's responsibilities are divided into four (4) primary categories: Patron Support and Referrals; Outreach and Coordination; Program Development; Administrative; and Staff Support and Training. These activities are performed under limited supervision and employ proactive thinking, sound judgment and diplomacy.

Patron Support and Referrals

- Interacts verbally and non-verbally with patrons to obtain information about social services needs, including home environment, family relationships, and health issues that may have a bearing on the patron's well-being and ability to address legal issues and challenges
- Assesses emotional, social and mental health needs to assist in plan development, provide referrals and offer guidance.
- Provides services, support, and information to patrons to ensure the mental, emotional, social, educational and mental health needs are being met and help patrons cope with the

social, emotional and financial strain of navigating the justice system without legal representation.

- Provides appropriate referrals, offers consultation and information regarding community resources that would assist patrons in obtaining additional support
- Assists patrons with locating required applications, obtaining documents and/or other logistics/practical matters necessary to obtain needed resources/services
- Assist clients in obtaining shelter, transitional, supportive and/or permanent housing and preventing homelessness
- Provide support, linkage, and referrals to services which aid patrons in meeting their basic needs (e.g. disability or medical benefits, court appearances etc.)
- Assist patrons with pursuing vocational, educational and social interests to improve quality of life
- Assist patrons with development of strategies/resources to meet transportation needs
- Assist patrons with applying for benefits for which they are eligible (SSI, Medi-Cal, SSDI, CAPI etc.)
- Makes referrals to various public and private health, mental health, housing or other agencies such as the Department of Mental Health, Department of Public Social Services, Legal Aid, Department of Adoptions, Health Department, Free Clinics, Planned Parenthood organizations, Family Service Agencies, and Community Service Centers to resolve patrons' personal, health and social problems.
- Adheres to the principles and practices outlined in the Code of Ethics of the National Association of Social Workers

Outreach and Coordination

- Keeps informed on community health and welfare resources and the variety of programs offered through public and private health, mental health, housing or other agencies to resolve patrons' personal, health and social problems, and works with those agencies to facilitate referrals.
- Participates in the development of partnerships and opportunities for joint collaboration with the County Department of Mental Health, other government agencies and community non-profit organizations.
- Helps plan, coordinate and organize efforts related to patrons and patron populations working with community-based nonprofit organizations.
- Works to solve local issues through community outreach, speaking with local politicians, advocacy groups, aid organizations or other government agencies.

Program Development

- Assists with the development and maintenance of volunteer, intern and social work student affiliate programs for training professional social work students through interaction and instruction assisting Law Library patrons with social services needs; assesses and evaluates students' progress and professional development.
- Participates in the identification, planning and implementation of programs and instructional services provided to specific patron groups
- Participates in the planning of educational presentations to increase community awareness and knowledge of available resources and treatments.
- Assists in the design, development and enhancement of educational programs and events that serve specific patron groups, social needs, and also attract new public interest partners and engage and retain existing partners
- Utilizes experience and data gathered in relation to Law Library patrons to make recommendations concerning the provision of, and referrals to, services that will ensure maximum benefits for each patron.

Administrative

- Compiles and archives statistics and assists with the development of special reports
- Conducts administrative-related communications with specific patron constituents, program providers and partners
- Participates in development and implementation of strategic plans and documentation of objectives and projects

Staff Support, Education and Training

- Conducts orientation and training for staff who interact with and support patrons in crisis.
- Informs new and existing library staff about the role of and expectations of the social worker.

Other Responsibilities as assigned

- Participates in library wide projects and programs.
- Other related duties as required.

Position Qualifications

Required

- A Bachelor's degree from an accredited college or university in Social Work or a related field; or any equivalent combination of education, training and experience which provides the requisite knowledge, skills and abilities associated with social services or mental health assessment, service coordination, case management, or crisis intervention/response.
- Two or more years of professional experience, including experience in at least some of the following: case management, crisis intervention, or de-escalation with people experiencing homelessness, mental illness, and/or substance use disorders among other social problems.
- Computer literacy required (MS Office, including Excel, and Google Docs)
- Interest in outreach and promotion of new and innovative program ideas
- Ability to work independently, exercising independent judgment
- Effective written and oral communication skills
- Ability to work as part of a team, across divisional lines
- California Class C Driver License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.

Preferred

- Active license as a Licensed Clinical Social Worker
- Experience working directly with the public
- Experience working in a public agency
- Proficiency in Spanish
- Demonstrated commitment to service and social justice

Work Environment

Will be working in a busy office environment and in public service areas. Must be able to move between library offices and stack areas and to and from branch and partnership locations.

Physical Abilities Required

- Lifting ability: Up to 35 lbs. on rare occasions; up to 15 lbs regularly
- Sitting at a desk: short time, 15 minutes and/or medium, 15-45 min. on a regular basis; on rare occasions, to complete complex projects or tasks, long periods of 45+ min. may be required.
- Standing, sitting, walking: periods of 30-60 min. May require bending, stooping, reaching, and twisting
- Some exposure to adverse environmental conditions such as dust and/or odors.

Approvals

_____ Immediate Supervisor	_____ Date	_____ Senior Director	_____ Date
_____ Human Resources	_____ Date	_____ Executive Director	_____ Date

Statement of Employee

I understand the position and its responsibilities and expectations as described above. The above statements describe the level of work performed in general terms. The statements are not intended to list all the responsibilities, duties and/or skills required of employees so classified. The content herein is subject to change, with or without due notice.

Signature _____ Date _____

Print Name _____

Distribution: Original - Human Resources, Copies - Supervisor, Employee