

Job Title	Senior Community Liaison
Employer/ Agency	Houston Public Library
Job Description	<p>Public libraries are trusted community and cultural centers that serve a highly diverse populace. At Houston Public Library, we understand that diversity in experiences, perspectives, knowledge, and ideas fuels creativity, broadens knowledge, and helps drive success.</p> <p>The Houston Public Library is seeking a creative, innovative, and team-oriented Senior Community Liaison to join our team. The Senior Community Liaison will serve as a member of the Central Library Team and be responsible for developing, coordinating, and implementing community-centered services and events that are responsive to the existing and emergent needs of the community including customers of all ages who experience mental health, substance abuse, and housing issues.</p> <p>RESPONSIBILITIES:</p> <ul style="list-style-type: none"> • Assesses and makes resource referrals for various services to library customers tailored to their requests and needs assessment information and follows up. • Connects, builds, and maintains collaborative relationships with community agencies, neighborhood groups, social services agencies, and volunteer organizations; • Serve as a resource to the general public, responding to inquiries and providing information on the various types of services, programs, and projects available for the community at the library; • Identify customers who need assistance with housing, health, and other social service needs and providing referrals; • Function as liaison to community groups and organizations, promoting and coordinating library programs; • Work in collaboration with highly dynamic stakeholder teams within the organization and externally; • Respond to inquiries, requests, and complaints as directed; • Attend and schedule meetings with community groups to discuss current issues; • Coordinates training for staff to enhance understanding of mental health, substance abuse, and housing issues; provides consultation and support to the library staff after difficult customer interactions. • Collects and maintains data to generate outcomes. Analyzes these outcomes to determine if goals generated through staff feedback and set by HPL are being met. Completes program reports regarding services provided and known outcomes. • Perform other duties as assigned by Chief of the Central Library; • May require some evenings and weekends (Saturdays).
Qualifications	<p><u>EDUCATIONAL REQUIREMENTS</u> Requires a Bachelor's degree in Liberal Arts, Business Administration or a related field.</p> <p><u>EXPERIENCE REQUIREMENTS</u> Four (4) years of professional experience in community organizational work, resource and</p>

referral services, or a closely related field are required.

LICENSE REQUIREMENT

None

PREFERENCES

Preference will be given to applicants with:

- Bachelor's or Master's Degree in Social Work.
- Experience with library, community, non-profit, social services, or government program management.
- Strong communication skills and experience with public speaking.
- Strong coordination and program planning skills.
- Exceptional interpersonal and organizational skills with high level of attention to detail.
- Effective collaboration and networking skills.
- Ability to work effectively with and in diverse populations.
- Ability to manage and execute multiple tasks/projects independently.
- Ability to identify and prioritize opportunities in ambiguous contexts.
- Experience working with disadvantaged individuals suffering from mental illness, chronic illness, veterans, or homelessness.
- Experience working with children and families; and
- To better serve our diverse communities, fluency in a foreign language is highly preferred

Salary/Hours	Full-Time, Monday – Sunday 8:00 AM – 8:00 PM
Employer/Agency	Houston Public Library
Address	500 McKinney St.
City, State, Zip	Houston, TX
Application Method	https://www.governmentjobs.com/careers/houston/jobs/3175842/senior-community-liaison
Opening Date	Application closes 8/22/21

To post a job opportunity or if your response to this job posting results in successful employment, please email the GCSW Office of Alumni and Career Services at mswjobs@central.uh.edu with the hiring details of your new job opportunity. Thank you.