



County of Calhoun
Job Description

Job Title: Health and Social Services Manager (Grant funded)

Department: 2800 - Library

Reports To: Library Director

FLSA Status: Exempt

Grade: 120

Prepared Date: 4/01/22

Approved By: K. Simensen

Approved Date: 4/15/2022

General Summary:

The Health and Social Services Manager position is a full-time leadership position reporting to the Director. They have broad decision-making responsibilities for routine matters and some decision-making responsibilities for non-routine matters including applying library policy to problems as necessary. This position is made possible through a grant from the University of South Carolina's Center for Primary and Rural Health Care.

Primary Responsibilities:

- Identifies community members in need of social service support through outreach, observation, and referral from other library staff or community partners
- Assists patrons in locating and utilizing information and resources to address issues related to physical and mental health on a short term basis, including case management
- Develops appropriate policies and procedures to support health and social service access at the library
- Evaluates patron needs, such as mental health challenges, substance use disorders, unstable housing, and other exclusion issues, through intake assessment
- Develops and maintains collaborative partnerships with local organizations, including establishing a referral process to ensure continuum of care and ongoing sustainability
- Crafts and implements strategies related to health and social service delivery, including developing a comprehensive crisis management plan for the library
- Provides training and coaching for library staff on best practices for working with vulnerable populations, including setting boundaries, de-escalation techniques, and self-care
- Manages budget and maintains records of all activities for library reports and in accordance with grant requirements

- Assists with library and community initiatives, including economic mobility, education, and healthy futures
- Assists with developing plans and providing support for emergency and crisis response, including CodeRED implementation and adoption
- Generates and maintains current and relevant content for Calhoun Connects initiative
- Delivers presentations, demonstrations and reports to the public, library staff and organizational partners
- Maintains familiarity with core functions of the library, such as circulation
- Recommends and assists with selection of library materials based on community needs
- Attends workshops and conferences relating to primary job functions
- Drives library vehicle as necessary
- Other duties as needed or assigned by Executive Director
- Position requires availability to work some nights and weekends

Essential Responsibilities for All Library Positions

- Serves as a representative of the library while at work and out in the community and may act as a library liaison for various committees and meetings
- Establishes positive and productive relationships internally and externally with people of all ages and backgrounds
- Serves the public in an outgoing, welcoming, and enthusiastic manner
- Monitors and ensures staff and patron compliance with safety protocols and policies
- Operates office equipment, including telephone, computer, copier, and fax
- Adheres to all statutes and policies, including those pertaining to patron confidentiality
- Works ethically, with integrity, and upholds organizational values
- Assists with the development and recommendation of library policies
- Communicates with immediate supervisor frequently, including ideas, suggestions, and concerns
- Communicates effectively with team members and members of the public from all backgrounds to ensure a positive customer experience and work environment
- Contributes to the current and future success of the library through planning and communication
- Engages in professional development relating to primary job functions

Qualifications:

- Track record of promoting a harmonious and effective workplace environment
- Master's degree in social work and valid license preferred (equivalent master's degrees will be considered)
- Two years prior experience providing social services, such as with libraries or nonprofits
- Demonstrated ability to produce quality outputs while working independently
- Demonstrated aptitude for creative problem solving
- Evidence of strong public service orientation, a commitment to the Library and library service excellence, flexibility, and initiative
- Demonstrated ability to flourish in a rapidly changing environment and acquire new skills quickly
- Strong attention to detail, including ability to create and maintain accurate records and statistics and reports using software such as Excel
- Strong oral and written communication skills

- Successful and timely management of projects and programs
- Exemplary judgment for assessing situations and determining necessary courses of action
- Must possess or be eligible for and maintain a valid SC driver's license
- Proficient with computers, mobile devices, G suite, Microsoft Office, and related technologies
- Experience executing grant programs, including federal grants preferred
- Position requires the ability to work nights and weekends

Competencies for Performance Evaluations

To perform the job successfully, an individual should demonstrate the following competencies:

- Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.
- Design - Generates creative solutions; Translates concepts and information into images; Uses feedback to modify designs; Applies design principles; Demonstrates attention to detail.
- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- Project Management - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.
- Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- Oral Communication - Must be able to read, write and speak fluently in English. Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates effective group presentation skills; Participates in meetings.
- Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- Visionary Leadership - Displays passion and optimism; Inspires respect and trust; mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.
- Change Management - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.
- Delegation - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Recognizes staff for results.
- Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

- Managing People - Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services; Continually works to improve supervisory skills.
- Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- Business Acumen - Understands service impacts/implications of decisions; Displays orientation to continuous improvement; Demonstrates knowledge of outside library policies, procedures, and best practices; Aligns work with strategic goals.
- Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.
- Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment; builds a diverse workforce.
- Ethics - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.
- Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
- Planning/Organizing - Prioritizes and plans work activities; Meets deadlines; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.
- Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
- Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

- Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
- Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.
- **Supervisory Responsibilities** - This job supervises Americorps staff, Community Development and Library staff that perform work in priority service areas, and independent contractors on some programs and initiatives.
- **Computer Skills** - Microsoft Office Proficient, including use of Excel for statistical reports; appropriate professional software for Library Information System/Database