



JOB ANNOUNCEMENT

RESOURCE SPECIALIST

30 HOURS- ASHLAND/MEDFORD

NON-EXEMPT

\$19.21 TO \$24.07 PER HOUR

\$39,966 TO \$50,057 PER YEAR

CLOSES JANUARY 16, 2022 – OPEN UNTIL FILLED

ABOUT JCLS

With more than 200 days of sunshine each year, Jackson County, Oregon is located midway between Portland and San Francisco. The region boasts beautiful valleys and mountain lakes, wineries, wild rivers, easy access to the Redwoods and coast, and cultural entertainment to rival big cities.



Jackson County Library Services (JCLS) serves the 220,000 residents of Jackson County with 15 branch libraries. The mission of the Jackson County Library District is to connect everyone to information, ideas, and each other. We provide a wide range of children’s, teen, and adult physical and electronic resources and collections as well as outreach services, including booktalks for elementary and middle school students, services for homebound patrons, and outreach to childcare centers. Our ever-changing [calendar of programs](#) and events is diverse, including musical performances, lectures, art exhibits, classes, book groups, storytimes, and more.

THE POSITION

The Resource Specialist works under the direction of the Social Worker to address the systemic issues and needs faced by library patrons, providing appropriate support and intervention to minimize behavior incidents. Provides services to disengaged, marginalized, or at-risk populations while also working to maintain a safe, secure, and pleasant environment for library patrons and staff through the enforcement of policies and procedures while keeping in mind the library’s objectives for access and equitable treatment for all.

DUTIES AND RESPONSIBILITIES

- Works with staff at assigned library location(s) to ensure the security and safety of all library patrons and staff members, including frequent visits through the entire facility to ensure safety and security.
- Works with staff at assigned library location(s) to provide information, support, referrals, and assistance to at-risk, vulnerable youth and adult patrons who are experiencing mental health, addiction, homelessness, or issues of general exclusion or disengagement.

- Serves as a resource and model to library staff on how to work effectively with challenging behaviors.
- Assists the Social Worker in working with community members and agencies to address the systemic issues and needs faced by at-risk library patrons.
- Connects and builds rapport with library patrons through roving services, creating an environment of empathy and goodwill that establishes boundaries for appropriate use of library resources.
- Communicates with community members in order to understand their needs and share information that may be relevant to library services.
- Provides excellent customer service to all staff and patrons.
- Responds to incidents and emergencies; defuses conflicts among library patrons and proactively works to deescalate situations.
- Closes and secures the library and may open the library. May occasionally walk staff members to their cars.
- Writes reports and gathers information to be shared with staff, and which may be used in a court of law to prosecute offenders.
- Adheres to confidentiality and privacy standards set by JCLS and Social Worker.
- Contacts Police as needed, including filing complaints and making court appearances.
- Maintains professional working relationships with local law enforcement personnel.
- May participate in training of new safety and resource staff members.
- Participates in safety and security meetings.
- Reads professional literature and maintains working knowledge of latest trends in the field of library security and social services.
- Regular attendance.
- Perform other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to communicate effectively and kindly with both patrons and staff, in person, on the phone and in writing;
- Ability to keep a log and record incidents accurately and thoroughly, filling out forms as required;
- Ability to establish and maintain effective working relationships with a diverse group of patrons and staff throughout the Library and outside the organization;
- Ability to effectively deescalate a wide variety of conflicts;
- Ability to recognize the need to call law enforcement when necessary;
- Knowledge of resources and social services in Jackson County;
- Skill in addressing the needs of unhoused or at-risk individuals.
- Skill in providing strong, dedicated, and compassionate service.
- Ability to thrive in a working environment with constant public contact with people from all backgrounds and age groups.
- Ability to take initiative and direction and to work independently.
- Ability to model positive attitude, excellent interpersonal skills, cultural sensitivity, and a sense of humor in working with customers, coworkers, and community.
- Ability to solve problems creatively and to negotiate and handle stressful situations in a positive manner.
- Ability to exercise reasonable and professional judgment.
- Ability to use extensive workplace technology including email, internet, database, and other software.
- Read, comprehend, and analyze internal policies and procedures, manuals, rules, regulations, journals, memos, letters, reports and legal documents;
- Ability to multi-task many variable duties, requests and responsibilities;
- Use computers and other office equipment, effectively and efficiently;
- Keep sensitive information confidential;
- Manage records and information in any format, in accordance with applicable statutes, regulations and District policy, guidance and records retention schedule.

- Ability to work a flexible schedule, including evenings, weekends, after-hours and holidays.

QUALIFICATIONS

MINIMUM QUALIFICATIONS

1. High School Diploma or GED.
2. One year of social services experience.
3. One year of work experience with safety and security.
4. Customer service experience.

SPECIAL REQUIREMENTS/LICENSES

- Criminal background check required.
- Must be able to travel to other locations to perform work, and/or attend work-related meetings, workshops or conferences.

WORKING CONDITIONS

- While performing the duties of this position, the employee is continuously required to communicate by talking and listening, use of fingers and hands, repetitive motion and sitting. Frequently required to stand, walk, reach, sit and feel. Occasionally bend, stoop, grasp and rarely to feel, kneel or crawl. The position requires mobility, including the ability to walk and move throughout the building most of the day. May move materials weighing up to 5 pounds on a regular basis such as files, books, office equipment, etc., may infrequently require moving materials weighing up to 20 pounds.
- Manual dexterity and coordination are required over [75%] of the work period while operating equipment such as computer keyboard, calculator, and standard office equipment.
- Travel to other district locations as necessary and/or to workshops/professional meetings/conferences.
- This level has a work environment that is well protected, with virtually no hazards or obstacles. The work environment will include one that is both inside and outside. There is very little element of personal risk or hazard. Job conditions are stable, usually well managed, and very comfortable. Conditions may consist of the following:
 - Reading for comprehension and direction (policies & procedures)
 - Speaking to share, respond and maintain relationships or to convey instructions and/or direction to patrons and staff
 - Considerable cognitive process to make effective decisions for non-routine work
 - Various equipment includes computers with a keyboard and mouse, telephone, and other electronic devices to share documents, information and discussion
 - Availability to work evening and weekend shifts
 - Available for emergencies and off-schedule contacts

SALARY

This position is placed at range I on the JCLS salary schedule, and has a starting salary range of \$39,966 to \$42,457 per year or \$19.21 to \$20.41 per hour. The full salary range is \$39,966 to \$50,057 per year or \$19.21 to \$24.07 per hour. Placement on the salary schedule is based upon education and experience.

BENEFITS

JCLS offers a competitive benefits package including 401(a), medical, dental and vision coverage to employees and qualified dependents. Life insurance, long-term disability and supplemental additions are included. In addition, JCLS provides vacation, sick leave and 11 paid holidays.

SELECTION PROCESS

After the preliminary screening, selected candidates will be invited for an initial interview. Videoconference interviews (in lieu of an in-person initial interview) will be offered. Candidates to be interviewed will be selected from applicants who most closely meet the minimum and desired qualifications. Meeting the minimum qualifications does not guarantee an interview.

JCLS reserves the right to re-advertise the position or to delay indefinitely filling of the position if it is deemed that applicants for the position do not constitute an adequate applicant pool or if funding is not available.

CONDITIONS OF EMPLOYMENT

Employees must satisfy all of the pre-employment requirements prior to appointment that include, but are not limited to; verification of their legal right to work in the United States, and a background check.

ACCOMMODATIONS

Applicants requiring reasonable accommodations in completing the application or the interview process must notify the Human Resources Department in advance.

EQUAL OPPORTUNITY EMPLOYER

JCLS provides equal employment opportunities to all employees and applicants for employment, and prohibits discrimination and harassment, of any type, without regard to race, color, religion, age, sex, national origin, marital status, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, transfer, leaves of absence, compensation, and training.

The organization employs affirmative personnel measures to ensure the achievement of equal employment opportunities in all aspects of employment, and the work environment. These policies of nondiscrimination will prevail throughout every aspect of the employment relationship, including recruitment, selection, compensation, promotion, transfer, layoff, termination, training, and conflict resolution.

APPLICATION PROCESS

In order to be considered for this position, applicants must submit a **JCLS Application, Cover Letter and Resume**. The JCLS Application can be found at <https://jcls.org/job-application> These items must be turned in to the Human Resources Department no later than **January 16, 2022 at MIDNIGHT PST**.

Materials can be submitted by emailing to hr@jcls.org. Only candidates with complete materials and who meet the minimum qualifications of the position will be considered.