



**Memphis
Library
Foundation**



Position Description

Contracted Social Service Specialist - Memphis Public Libraries

Overview:

As a member of the Shelby County Nonprofit Committee's Working Group on Health and Community Service, the Memphis Library Foundation (MLF) has received grant funding to provide case management and social service referrals onsite at branches of the Memphis Public Libraries (MPL) located in specific southern neighborhoods. MPL currently provides similar services throughout the MPL system through its LINC/211 information and referral service and has extensive experience managing these activities in libraries.

MLF now seeks a candidate for a contracted part-time position (flexible up to 28 hours per week) as a Social Services Specialist to expand social service capacity in the South Memphis region, in accordance with our grant agreement. The initial term of engagement is one year, with the possibility of renewal depending on funding availability. This position is a good fit for candidates seeking to build their level of experience while pursuing higher education in a social service field; those in a late phase of their career seeking an opportunity to remain engaged in meaningful work with more flexibility and fewer hours than full-time employment provides; and those whose career goals include serving members of the community in public spaces through meaningful engagement, relationship/trust building, and collaboration with multiple service providers to ensure customer access the resources they need.

About the Position:

- The Social Service Specialist will:
- Work under the direction of an assigned manager who is a licensed social worker to build ongoing productive relationships with customers needing social service assistance, while providing information, support, and referrals to appropriate organizations.
- Act as a resource for library staff to assist in working with customers experiencing mental health, substance abuse, unstable housing, or other needs.
- Meet 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.

- Assess customer's needs and provide 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.
- Provide training to staff and model effective techniques for working with customers.
- Identify customers who may benefit from social service support through outreach, direct observation, or referral by library staff.
- Provide crisis assistance and intervention in the library as needed.
- Travels frequently to different library locations.
- Develop partnerships with area agencies and stakeholders in order to provide services within the library, including Shelby County Nonprofit Committee Working Group on Health & Community Service members.
- Participate in community engagement and outreach, and assists in community-based initiatives.

Benefits:

- Paid as an independent contractor at a rate of between \$25 - \$35 per hour, depending on level of experience.
- Regular weekly schedule of hours built around your needs.
- Access to equipment, supplies, and other resources to support success in the role
- Professional development, mentoring, and experience building under the supervision of highly respected and experienced social workers.
- Positive work environment where everyone's contribution is valued and supported.
- Opportunity to make a meaningful impact in the community.

Requirements:

- Bachelor degree in a social service field and five (5) years of experience, or any combination of experience and training that enables the candidate to perform the essential job functions.
- Valid driver's license.
- Willingness and ability to track data for grant reporting using tools provided.
- Collaborative work style.
- Bilingual in Spanish preferred.

To Apply: Please submit your resume by email to:

Kim Jordan-Fluker, LINC/211 Regional Manager at KimberlyJordan-Fluker@memphistn.gov
and

Christine Weinreich, MLF Executive Director: christine@memphislibraryfoundation.org