



## Community Resource Coordinator

Reporting to the **Executive Director**, the primary focus of this full-time position is to work with library patrons experiencing mental health challenges, substance use disorders, homelessness, and other exclusion issues, assessing their needs and referring them to appropriate services in the community.

The position works with PPL staff, area social service agencies, City of Portland police and social services staff, and members of the community to address the health and wellness needs of at-risk library patrons and to ensure a pleasant and safe environment for all. The coordinator also shares their expertise on working successfully with challenging behavior, boundary setting, de-escalation techniques, and self-care with PPL staff.

In 2025, this position will develop a community resource space and program to bring social services, non-profits serving the populations listed above, and others into the library on a regular schedule to meet our patrons where they are.

This is a union-represented, **full-time, 37.5 hours per week** onsite position, normally scheduled to work **Monday through Friday**, after training.

### Nature & Scope

- Provides individuals in need in the library with information, support, and referrals to local organizations for basic needs such as income, shelter, food, clothing, transportation, legal services, medical services, mental health treatment, or substance use treatment following the highest ethical, professional standards.
- Exercises excellent judgement and a high degree of discretion in assessing situations and determining appropriate intervention measures.
- Develops a network of local agencies that provide for those in need and accept referrals. Represents the library at community provider meetings and partners with these agencies to improve coordination of care for these individuals.
- Develops and manages a community resource space that will bring in social services providers, non-profits, and others on a regular schedule to meet with patrons in the library.
- Collaborates with PPL's Library Safety staff and other staff to address the most severe situations and to provide feedback to better handle challenging cases.
- Provides input on decisions to allow suspended patrons back into the library.
- Provides support and guidance to library staff in dealing with challenging patron behaviors.
- Shares expertise to support staff to better understand at-risk behaviors and improve self-care and safety.
- Develops and maintains database to log interactions with patrons while maintaining privacy.
- Serves as backup for the Safety team as needed.
- Keeps up to date with emerging trends and development regarding serving vulnerable populations and contributes to policy and planning.
- Other duties as assigned.

## Basic Qualifications

This position requires a Bachelor's Degree in Social Work or related field, 4 years' experience in social work, public health, mental health, behavioral health, health information/education, or related field, and the following knowledge, ability and skills:

- Proven evidence of ability to successfully synthesize and communicate information related to public health or social issues and concerns, evidence of knowledge of the community.
- Experience, ability, and knowledge of management in the following:
  - Homelessness
  - Family crisis
  - Substance use disorder
  - Mental challenges/illness
  - Domestic abuse/violence
- Strong service orientation, professional boundaries and ethics, and excellent communication skills to provide a high level of positive regard and assistance to a diverse public who may be experiencing challenges.
- Ability to work independently and develop programs, processes, and procedures from the ground up.
- Commitment to enforce library rules effectively while maintaining a calm and professional demeanor.
- Ability to work effectively and cooperatively with other members of library staff and community partners.
- Experience relating professional techniques and modeling skills to colleagues.
- Ability to communicate well verbally and in writing with library staff and all members of the public.
- Able to collect and analyze data relevant to services provided by this position.
- Proficiency in Microsoft Office 365 and database software.

## Work Environment and Physical Demands

- This position requires regularly moving through and being present in the Downtown Branch's service areas for extended periods.
- This position will often be working with vulnerable and sometimes challenging populations and is expected to have appropriate coping and self-care tools to deal with the attendant stresses of the job.
- This position requires regular use of a computer.
- This position may require lifting up to 30 lbs.

## Compensation & Benefits

Hours & Pay: This is a union-represented, **full-time, 37.5 hours per week** onsite position, normally scheduled to work, **Monday through Friday. Pay begins at \$25.25/hr.**

Benefits & Other Details: Excellent benefits package includes health, dental, and vision insurance, retirement options (in lieu of Social Security), and paid leave.

## How to Apply

To apply, please send your resume, letter of interest, and three professional references via email at [careers@portlib.org](mailto:careers@portlib.org).

Mailed applications may be sent to:

Human Resources  
Portland Public Library  
5 Monument Square  
Portland, ME 04101

### **About PPL**

Portland Public Library is an equal-opportunity employer dedicated to creating a culture that fosters continuous staff development and engagement to reflect the learning role we play for our patrons. We value self-directed growth as well as sharing knowledge and experience, working collaboratively, and communicating openly.

PPL promotes professional engagement with colleagues, with community efforts, and with others in the library field. Every employee of the Portland Public Library strives to offer the highest quality service – externally to library patrons and internally to colleagues.

We are committed to hiring and maintaining a diverse workforce of highly qualified staff to broaden perspectives, promote equity and inclusion, and connect to the breadth of our community. Applicants with racially, ethnically, or culturally diverse identities or backgrounds are encouraged to apply.