



To inspire and enrich for life

Senior Library Assistant, Sunday Community Connections Services Community Connections

Casual contract position - Anticipated to May 2022

Sunday hours – Minimum 15 Sundays per year, 4 hours per Sunday

Hourly Rate - \$27.80

This is a casual contract position working primarily Sunday hours. There will also be opportunities to work other casual hours on evening and Saturday shifts.

Community Connections has an opening for a casual contract Senior Library Assistant, Sunday Community Connections Services. The Senior Library Assistant provides a high level of customer service at the Central Library in the Information Services Department with a focus on support services for library customers from all socio-economic backgrounds and in particular those living with complex needs such as mental illness, addiction and/or experiencing homelessness.

RESPONSIBILITIES

- Provides support services for library customers, particularly those living with mental illness, addiction and/or experiencing homelessness.
- Assists customers in accessing community health, housing and social service supports. This can include on-site support, intervention and informed referrals for customers who identify as homeless and/or are in need of community support.
- Supports library staff to effectively serve library customers with complex needs. Models best practices for staff and the Sunday Supervisor.
- Proactively engages with Sunday Supervisor to support de-escalation, relationship building, and appropriate responses to incidents and/or customer behaviours
- Records statistics and other required documentation using existing data collection tools.
- Provides reference and technology support services for customers of all ages and backgrounds as needed.
- Practices pro-active reference in accordance with established standards.
- Follows safe work practices and procedures in support of Kitchener Public Library's Health and Safety Policy.

QUALIFICATIONS

- Post-secondary degree/diploma in Social Sciences, Community Services, Health or a related discipline
- One to two years' experience in a customer service environment
- Knowledge and experience working with individuals living with mental illness, addiction, and/or experiencing homelessness
- Demonstrated sensitivity and respect for customers with the ability to assess and refer to appropriate supports as required
- Demonstrated effective problem-solving and judgement skills

- Knowledge of local community resources, treatment centres, social service networks and organizations
- Ability to work collaboratively with community-based agencies
- Knowledge of harm reduction and trauma-informed approaches to working with individuals with complex needs
- Ability to respond or assist in emergency situations
- Strong organizational, verbal and written communication skills
- Commitment to excellence in customer service and ability to interact with customers in a positive manner
- Ability to function as an effective member of a work team

In accordance with the Library's COVID-19 Vaccine policy, new Kitchener Public Library staff are required to be fully vaccinated against COVID-19 as a condition of employment. Valid medical or Ontario Human Rights Code exemptions are permitted.

Closing date for applications is **Monday, January 24, 2022**

To print a copy of our application form, go to www.kpl.org/jobs

Please address cover letters and résumés to:

Senior Manager, Human Resources
Kitchener Public Library
85 Queen Street North
Kitchener ON N2H 2H1
Email: resumes@kpl.org
Fax: 519-743-1261
TTY: 1-877-614-4832

Please quote Senior Library Assistant, Sunday Community Connections in the subject line

Kitchener Public Library strives to be a leader in equitable workplaces. We welcome applicants of every identity.

No telephone calls please.

We thank all applicants in advance and advise that we will contact only those selected for an interview. We will retain your application for a period of six months. Personal information on your résumé is collected under the authority of the Public Libraries Act, R.S.O. 1990 and will be used to determine eligibility for employment. For questions, please contact the Human Resources Department.

Kitchener Public Library is committed to an inclusive and diverse workplace where our behaviours and actions reflect our values of trust, mutual respect and dignity for all individuals.

We will provide accommodations for applicants with a disability upon request. Please contact Human Resources Staff by phone 519-743-0271 ext. 239 or TTY 1-877-614-4832, or by email at hr@kpl.org.