



# SAFETY AND VOLUNTEER COORDINATOR – FULL TIME

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## JOB DESCRIPTION

<b>Department:</b> Administration	<b>Benefits:</b> Yes
<b>Division:</b>  N/A	<b>Time:</b> Full Time
<b>Job Type:</b> Civil Service	<b>FLSA Status:</b> Non-Exempt
<b>Reports To:</b> Director of Archives & Safety	<b>Wage Range:</b> Pay Grade 25; \$18.9725 - \$24.6644 per hour

## JOB SUMMARY

The Safety and Volunteer Coordinator, under the supervision and leadership of the Director of Archives & Safety, works independently to maintain a safe and pleasant environment in the Library for the benefit of all Library patrons, staff, and volunteers. They also coordinate the Library's volunteer program, including placement, orientation, and record keeping. The Safety and Volunteer Coordinator serves as the primary point person for behavioral disruptions, including emergencies, and helps to quickly deescalate situations and minimize disruptive behavior in accordance with the Library's policies and procedures. The Safety and Volunteer Coordinator provides appropriate follow-up and documentation of Library incidents.

## ESSENTIAL FUNCTIONS

### Safety

- Makes routine inspections around Library buildings and grounds.
- Monitors security cameras during scheduled duty.
- Maintains awareness of all areas of the Library premises including the buildings, parking lots, and grounds.
- Collaborates with staff and outside agencies to provide information, support, referrals, and assistance to people who are experiencing mental health issues, addiction, homelessness, or issues of general exclusion or disengagement.
- Responds promptly to all fire, security, or other building alarms to determine cause and takes appropriate steps to ensure safety of public, staff, and Library assets.

- Observes patron behavior; identifies arising situations and defuses them before they escalate.
- Assists in behavior correction, crisis situations, and emergencies, including contacting law enforcement and emergency personnel.
- Issues and manages suspensions of individuals, as needed.
- Performs administrative and data-entry tasks.
- Performs monthly and other facilities checks; may assist with remedying minor building and grounds issues.

### **Volunteers**

- Coordinates Library's volunteer program providing placement, orientation, and record keeping.
- Surveys Library staff for volunteer project needs, develops plans for meeting those needs.
- Serves as liaison to and contact for community volunteer groups and communicates opportunities to these groups.
- Evaluates all aspects of volunteer programs to ensure effectiveness; recommends and implements changes as appropriate. Maintains accurate records; provides timely statistical and activity reports on volunteer participation and other key statistics monthly and as requested.
- Updates volunteer procedures manual as necessary.

### **General**

- Participates in programming and outreach services.
- Participates in professional development by attending relevant training as required.
- Leads staff training in areas of expertise.
- Attends department and other meetings as scheduled.
- Collaborates on special projects.
- Performs other duties as assigned.

## **JOB REQUIREMENTS**

### **Education, Certifications, & Experience**

- Graduation from high school or equivalent.
- One year successful, continuous work experience required.
- Previous customer service or public service experience required.
- Previous experience in social work or public safety preferred.
- Experience with and knowledge of social work and social services available in the Urbana-Champaign area preferred.
- Experience with mental health first aid and trauma-informed practices preferred.

- Experience working in or with public libraries desired.
- Bilingual skills (especially Spanish, French, or Chinese) desired.

### **Skills**

- Dependability and honesty.
- Strong commitment to excellent public service; friendly, energetic, and adaptable.
- Excellent organizational, interpersonal, and decision-making skills.
- Excellent written, verbal, and visual communication skills.
- Ability to use a variety of workplace technologies, including email, Internet, Intranet, CCTV surveillance software, volunteer tracking software, and more.
- Physical strength and agility sufficient to perform assigned tasks.

### **Ability to**

- Serve patrons calmly and diplomatically in a consistently friendly and courteous manner.
- Deescalate emotionally charged situations.
- Establish and maintain effective working relationships.
- Work diligently without close supervision.
- Complete work with speed and accuracy and handle frequent, sudden task changes effectively.
- Understand and follow oral and written instructions.
- Learn, follow, and enforce all relevant Library policies.
- Prepare clear and concise reports, correspondence, policies, procedures, and written materials.
- Work in a team atmosphere in a consistently cooperative manner.
- Work full range of library hours, including evenings and weekends. Maximum availability desirable.

### **General**

- Regular schedule may occasionally need to be adjusted to meet the needs of the Library.

### **CONTACTS: INTERNAL/EXTERNAL**

- Regular contact with Library staff, volunteers, and patrons; emergency personnel; and various City departments.
- Some contact with vendors and Library partners.

### **SUPPLEMENTAL INFORMATION**

### **Working Environment:**

*The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- The work will occur primarily at The Urbana Free Library, both inside and outside the building year-round.
- Will be subject to irate/threatening people.
- Possibility of contact with electrical, chemical, and biological hazards.
- Works in close association with others.
- Occasionally, staff perform outreach and programming at offsite locations.
- Typical work schedule could include any hours that the Library is open in addition to time before and afterwards, with flexibility depending on the needs of the Library.

### **Physical Strength and Agility:**

*Physical strength and agility sufficient to perform assigned tasks:*

- While performing the duties of this job, the employee is frequently required to walk, sit, talk, or hear.
- The employee is frequently required to use hands to handle, feel, or operate objects, tools, or controls; and reach with hands and arms.
- The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl.
- The employee must occasionally lift and/or move up to 50 pounds.
- Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; visually inspect work in progress; and the ability to adjust focus to both print and electronic text.
- Hearing: Hear in the normal audio range with or without correction.
- Other: Lifting, pushing, keyboarding.

*The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to that position.*

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

**The Urbana Free Library is an Equal Opportunity Employer.**

Last updated: November 2021