



| JOB TITLE | DEPARTMENT | JOB LEVEL | REVISED |
|-------------------------|--|--|---------|
| Home Services Associate | Mobile Library Services | 7 | 3-8-23 |
| CLASSIFICATION | REPORTS TO | SUPERVISES | |
| Full-time Non-exempt | Director of Mobile Library Services | Info Services Assistant and <i>Home Services</i> volunteers | |

POSITION SUMMARY

The Home Services Associate plans, organizes, delivers, and oversees the selection and delivery of library materials to residents unable to come to the library because of permanent or temporary challenges due to mobility, age, health, or other causes. This position also plans and facilitates deposit collections and lobby stops to older adult residences when necessary.

ESSENTIAL RESPONSIBILITIES

- Oversees the selection and delivery of library materials to residents in assisted living facilities, nursing homes, private homes and other locations where needed in the community
- Oversees and schedules deliveries made by the Home Services Assistant and volunteers
- Identifies potential new home services customers and facilities
- Uses data-driven research to enhance library circulation of materials and provides reader's advisory to customers
- Provides inclusive, caring, welcoming service to older adults and persons with varying levels of ability
- Updates job knowledge by participating in educational opportunities, attending scheduled meetings, and training sessions
- Assists on the Bookmobile, Sprinter/TechKnow Mobile, and Book Bike as needed
- Other library related duties as assigned

KNOWLEDGE / SKILLS / ABILITIES

- Exceptional interpersonal skills to be able to relate to older individuals, customers with varying levels of ability, and people of diverse cultures and backgrounds
- Ability to work effectively with staff, customers, volunteers, and others
- Ability to communicate clearly and use various technology to complete work
- Ability to understand and demonstrate our Culture, Mission, Vision, and Values
- Effective written and verbal communication skills
- Experience using Microsoft Office, e-mail, Internet, and various social media
- Ability to work independently and collaboratively with others
- Ability to prioritize and manage time efficiently and effectively and meet deadlines
- Ability to use tact and sensitivity in personal interactions, and respect confidentiality
- Ability to exercise good judgment in evaluating situations and making decisions
- Adapts well to changes in existing practices, library routines, and workflows

EDUCATION/EXPERIENCE QUALIFICATIONS

- Bachelor's degree, preferably in human services/social work, healthcare, recreational therapy or related fields, or equivalent combination of education and experience working with elder and vulnerable populations
- Experience working with older adults a plus
- Experience driving various types of vehicles
- Valid driver's license, proof of insurance, and safe driving record for a minimum of 5 years
- Spanish skills a plus

TOOLS/EQUIPMENT

Use of the following equipment: book carts, computer, copy machine, printer, public address system, telephone, camera, portable radio, barcode scanner,-TDD, fax machine, ADA equipment, microphone.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

- Must be able to communicate, comprehend and respond to others, both in-person and through telephone conversations
- Must have ability to read computer screens, keyboards, call numbers and barcodes on books and other materials
- Must be able to operate computer keyboards
- Ability to drive various types of vehicles
- Must be able to work in and tolerate a moderately loud and active work environment
- Must be able to transport items weighing up to 40 pounds
- Must be able to position oneself to reach lower shelves near the ground and shelves as high as 60 inches
- Must be able to speak distinctly to various sized groups
- Must be able to traverse distances of more than 100 feet inside and outside the building
- Must be able to walk up and down stairs
- Must be able to move a cart of books weighing greater than 100 pounds
- Must be able to bend, stoop, and reach in tight areas
- Must be able to move or carry chairs, tables, minor furniture and supplies as needed at offsite facilities
- Must be able to sit or stand for extended periods of time during work period
- Must be available to work scheduled hours, which may include daytime, evening, and weekend hours, to meet departmental needs

*The scope of the job may change as necessitated by the library's operational demands.