



Coles County Social Service Navigator Job Description

GENERAL STATEMENT OF DUTIES:

Under the supervision of the Library Director, this position supports and staffs the Coles County Social Service Navigator program.

MINIMUM QUALIFICATIONS:

The following minimum requirements are established for this position:

1. High School Degree, GED, or equivalent.
2. Strong working knowledge of technology (computers, tablets, smartphones, etc.).
3. At least two years of customer service experience.
4. Able to work independently.
5. Able to understand and help people from different cultures and hardships.

PREFERRED QUALIFICATIONS:

The following preferred qualifications are established for this position:

1. Having or working towards a degree in Public Health, Health and Human Services, etc.
2. Previous social or human services experience.
3. Previous networking experience.

RESPONSIBILITIES AND DUTIES:

The Navigator position is responsible to the Library Director for the following activities:

1. Greets and works with the public, demonstrating a positive attitude.
2. Explains library policies and services to the public and enforces the Rules of Conduct.
3. Provides referral-based assistance.
4. Provides basic assistance for programs that include, but are not limited to, transportation, SNAP applications, telephone/internet assistance applications, etc.
5. Networks and collaborates with community agencies.
6. Identifies and maintains accurate information, lists, and resources of community services and agencies.
7. Informs the Library Director of noteworthy positive and negative occurrences.
8. Other duties and projects as assigned.

Updated 1/24/2024

This job description is subject to change by the Library Director or the Library Board. Any changes will not be implemented until the employee reviews the job description with the Library Director.

We reviewed and discussed this job description. I understand and agree to my responsibilities.

Employee's Signature: _____ Date: _____

Supervisor's Signature: _____ Date: _____