

Title: Library & Resources Coordinator
FLSA Status: Non-exempt
Hours: Full-time, 40 hours/week
Salary: \$ 28.05/hour
Reports to: Director of Community Programs & Culture
Date: Application closes 4/30/24



To Apply

- Please submit cover letter and resume via email to jobs@gaycity.org
- Please use "**Library & Resources Coordinator - *Your name***" in the subject line

Our Vision

Seattle's LGBTQ+ Center is the definitive hub for LGBTQ+ individuals seeking affirming and responsive resources, wellness, and community.

Our Mission

Seattle's LGBTQ+ Center cultivates access and connections to promote self-determination, liberation and joy in our communities.

Position Summary

The Library & Resources Coordinator provides the first point of contact for community engaging with Seattle's LGBTQ+ Center. Supporting the care of the community in resources, navigating crisis, internal and external support and (something about the library). This role focuses on the holistic wellbeing of our communities by answering inquiries and providing information to the general public, community members, and visitors in providing community services in a wide variety of areas, such as general reception, resource referrals, library services, volunteers and outreach programming.

Duties and Responsibilities

Front Desk

- Answer all incoming calls, direct callers to the appropriate parties, and schedule appointments as needed.
- Responsible for staffing the front desk for all hours of Wellness Center operations - can be done through regularly scheduled volunteer shifts.
- Assist clients in the Wellness Center, providing them with the appropriate forms and answering any questions they have.
- Maintain client confidentiality.
- Primary responsible party for maintaining the info@gaycity.org email inbox.

Resource Referral

- Meet with community members in-person, by phone or email to complete a resource needs assessment, done from a motivational interviewing model, to provide resources and referral support.
- Oversee the Mutual Aid closet, including managing community partnerships for in-kind donations, replenishing supplies, and supporting community in accessing the closet.
- Creating Mutual Aid closet informational and promotional materials (this)
- Manage, train, and schedule library and resource volunteers to ensure comprehensive front desk, resource, and library coverage during all times the Center is open
- Search for the appropriate programs/agencies, and facilitate a direct referral, following-up as the community member is served.
- Keep records of partner agencies and contacts within those agencies, reaching out to contact and update the list as necessary.
- Make contacts in the community, and attend outreach events in-person or virtually to be knowledgeable about community resources available to clients and utilize other community services such as Connect2 and resource exchanges.
- Assist community members prepare applications to establish eligibility and enroll in health insurance and potentially qualify for an insurance affordability program.
- Lead focus groups for community resource and support
- Collaborates with communications team for marketing materials.
- Create resource materials for most impacted communities served by Seattle's LGBTQ Center
- Support DV prevention programming, in resource referral and program coordination

Library

- Assist community members in the use of library facilities, equipment, and services.
- Manage the circulation of library materials and reshelving books.
- Develop program materials, including reading lists, promotional displays, and presentation materials.
- Perform collection maintenance activities to include weeding the collection and reviewing newly donated library materials.
- Create and collaborate with established community partners outreach or informational events
- Maintains the library collection and its development through standards set by the collection development policy.

Qualifications (required)

- Previous experience in de-escalation or a willingness to learn
- Experience with communities members in crisis
- Experience with systematically marginalized communities navigating homelessness and housing housing instability, economic instability, racism, homophobia, and transphobia.
- Excellent customer service skills
- Ability to prioritize given tasks and work efficiently towards completing them
- Working knowledge of Microsoft Suite (Word, Excel, PowerPoint) and Google Suite (Sheets, Docs, Drive)
- Familiar with common office equipment (printer, copier)
- Connection to community partner organizations

Qualifications (required)

- A demonstrated commitment to [our mission, vision and values](#).
- Experience working with transgender/gender nonconforming (T/GNC), lesbian/gay/bisexual/queer (LGBQ) communities, youth communities, and their intersections.

- General knowledge of barriers that impact BIPOC, T/GNC, LGBTQ, youth communities, and their intersections.
- Ability to speak, read, and write in English.
- Knowledge of and experience with best practices with public speaking, audience participant engagement, and change-making training methodologies.
- Familiarity and experience with Google Suite: Google Calendar, Drive, Docs, etc.
- First-hand experience in and with:
 - working with folks of different abilities and neurodiversities.
 - supporting and working with people navigating trauma and/or who are actively in crisis.
 - facilitating trainings focused on anti-oppression and social justice topics.
 - contributing to and/or facilitating a training with attendance of at least 25 participants.
 - communicating with collaborators with varying perspectives and interests.
 - navigating resources and systems to overcome barriers and/or advocating for community members to overcome systemic barriers and challenges.
 - participating in coalitions and community collaborations.
 - managing database systems.
 - managing larger projects that span multiple months.
 - planning and facilitating regularly occurring community engagement events.
 - using Microsoft Office products, Google suite, and basic data entry tools.

Desired Qualifications

- Ability to provide training/technical assistance remotely; experience with coordinating webinar logistical support.
- Experience with or a desire to learn about virtual, online learning platforms.
- Experience with the accreditation process.
- Working understanding of the health disparities that disproportionately impacts BIPOC, T/GNC, LGBTQ, youth communities, and their intersections.
- Experience working with state, county, local elected officials, and their staffers.
- Working understanding of motivational interviewing and the value of the practice.
- Experience creating, organizing and maintaining systems in a fast-paced work environment.
- Work or volunteer experience with a “by and for” organization.

Qualifications (preferred)

- Bilingual (Spanish-English)

Benefits

- Full healthcare, dental, and optical coverage offered.
- Generous vacation, paid holidays, sick leave, and safe leave after successful completion of the 90-day introductory period.
- Seattle’s LGBTQ+ Center recognizes the importance of saving for retirement and offers eligible employees a 401(k) plan with a 3% employer contribution.
- Free ORCA Pass.

I-9 & Vaccine Compliance

On your first day of work, you will be required to provide proof of your eligibility for employment under the Immigration and Reform Control Act of 1986, as amended. Therefore, please bring proper photo identification, such as your passport, or your driver's license and social security card on your first day. You will also need to provide proof of COVID vaccination.