

Social Service Specialist


Division: Community Resources	Primary Location: Main Library	Non-Union
Classification: Professional	Paygrade: 38P	\$31.23 - \$40.87
FLSA Status: Exempt	Full Time (40 hours/week)	Last Revised: January 2026

GENERAL STATEMENT OF DUTIES

Under the direction of the Manager of Community Resources, this position has a strong focus with Adult Services and will work directly with individuals needing social service assistance by providing information, support, and referrals to appropriate organizations. The Social Service Specialist will serve as a resource for Library staff, will build partnerships with social service organizations and innovate system-wide social service initiatives. This position is a key contributor to policies, procedures, and strategic initiatives relating to health and welfare information issues. The Social Services Specialist is also responsible for tracking and reporting on all library social service efforts. The schedule may include evening and weekend hours and working at other locations as assigned.

Bilingual applicants are encouraged to apply.

DUTIES AND RESPONSIBILITIES
ESSENTIAL ELEMENTS

- Identify and engage with individuals who may benefit from social service support through outreach, open office hours, or referral by Library staff
- Evaluate patron needs through an intake assessment. Needs may include but are not limited to the following services: housing, mental health, primary care, substance abuse, benefits, etc.
- Provide current and relevant information, support, referrals, and assistance to patrons
- Provide crisis intervention as required
- Develop and implement programs, services and partnerships that enhance the social functioning of community members
- Serve as a resource and model to Library staff to work effectively with patrons experiencing significant mental health, substance abuse, and/or housing challenges
- Provide training and consultation to Library staff in regard to skills relating to working with the social service needs of patrons
- Collaborate with Library security in working with patrons
- Prepare reports on services provided, including statistics, outcomes, and impacts
- Connect and build collaborative relationships with community organizations and stay current on local services
- Contribute to creating an environment oriented towards trust, open communication, creative thinking, and cohesive team effort
- Participate actively in staff development and staff training opportunities
- Serve on professional committees as assigned
- Perform other duties, as assigned, consistent with the functions of the work unit and level of responsibilities

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of community resources and social service agencies serving the Worcester community
- Experience working with diverse populations
- Passion for working to improve the lives of people across the community
- Deep understanding of principles of racial equity and social justice
- Familiarity with issues pertinent to individuals and families struggling with homelessness, substance abuse disorders and mental health disorders
- Ability to use metrics and statistics to assess the effectiveness of services and to determine and measure outcomes and impact
- Ability to identify people and communities in need of help
- Ability to identify and prioritize problems with appropriate goal formulation and conduct required interventions
- Excellent verbal, written and interpersonal communication, including ability to persuade and motivate and to make public presentations
- Ability to work independently and to exercise independent judgment in the implementation of organizational initiatives
- Excellent organizational skills, and the ability to plan and prioritize work effectively to ensure completion of work
- Ability to establish and maintain effective working relationships with a diverse, multicultural community, volunteers, and staff
- Strong commitment to consistent excellent customer service to a diverse population in an urban environment
- Embrace opportunities to learn in a fast-paced changing environment
- Proficiency in current and emerging technologies
- Ability to learn and use library technologies
- Ability to maintain confidentiality
- Regular onsite attendance is required

BACKGROUND REQUIRED

MINIMUM ACCEPTABLE

- Master's Degree in Social Work or related field OR;
 - Bachelor's Degree in Social Work or related field with three (3) years of Adult Case Management field work experience
- Current and valid licensures as a Licensed Certified Social Worker or Licensed Independent Clinical Social Worker by the Massachusetts Board of Registration in Social Work
- Two (2) years of experience in adult case management
- Ability to successfully pass CORI/SORI
- Ability to travel between required locations
- Excellent communication skills

PREFERRED QUALIFICATIONS

- Two (2) years of working in the mental health/social work counseling field for Adult Services
- Two (2) years of experience in training staff

- Two (2) years of demonstrated experience performing similar job duties, including managing programs or projects, and staying current on city and community social services initiatives
- One (1) year of working with a diverse, urban population

PHYSICAL REQUIREMENTS

- Ability to walk, stand, sit and move for long periods of time
- Ability to push book carts and bins loaded with library materials
- Ability to reach and retrieve books at high and low shelf heights
- Ability to perform bending, stooping, lifting, pushing, and twisting
- Ability to perform repetitive hand and arm motions for prolonged periods of time
- Ability to move or lift up to 50 lbs.

The information in this summary indicates the general nature and level of work performed within this role. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this position.

The Worcester Public Library makes every effort to support ALA's "Core Competences of Librarianship" <http://www.ala.org/educationcareers/careers/corecomp> as approved and adopted as policy by the ALA Council, January 27th 2009 and, as an Affirmative Action/Equal Opportunity Employer, values diversity and aims to have its workforce reflect the community.

TO APPLY, PLEASE VISIT: www.worcesterma.gov/employment or send resume and cover letter on or before **FEBRUARY 13, 2026**, To: City of Worcester, 455 Main Street, Room 109, Worcester, MA 01608. Preference given to Worcester Residents. **The City of Worcester is an equal opportunity, affirmative action employer. Women, minorities, people with disabilities and protected veterans are encouraged to apply. Direct inquiries to: City Hall Human Resources, 508-799-1030, Hiring@Worcesterma.gov.**