

## TEEN SERVICES AIDE

### **SUMMARY:**

Under close supervision, provides assistance to teens through library oriented education, awareness and prevention programs. Performs related duties involving shelving, special programs, and outreach. Assists with the set-up and breakdown of programs. The incumbent reports to Youth Services Manager or a subordinate; and performs related duties as assigned.

**ESSENTIAL FUNCTIONS:** *(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.)*

**DUTIES AND RESPONSIBILITIES:** *(which are **not** in any hierarchical order)*

1. Instructs, supervises, and councils teen patrons and perhaps adults and families in library oriented education, awareness and prevention programs.
2. Assists in the preparation and presentation of educational and recreational activities and enrichment programs such as afterschool homework assistance.
3. Provides a clean, safe and enjoyable environment for teens.
4. Serves to build relationships with community organizations through outreach and participating in activities.
5. Maintains required records and prepare reports of attendance and program activities.
6. May attend staff meetings to discuss special or difficult patron related situations; programming changes and initiatives and mentoring activities.
7. May perform program registration duties including contacting instructors, booking meeting rooms and transportation to outside agencies.
8. Provides information to the public through outreach visits.
9. Provides shelving assistance in the Teen Department on an as needed basis.
10. Performs related duties as assigned.

### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of teen development methods and practices.
- Knowledge of community programs, resources and services available for assisting teens and families.
- Knowledge of counseling methods, techniques and applications.
- Knowledge of sociological and psychological problems of teens and their families.
- Knowledge of educational processes for teenagers.
- Knowledge of physiological, emotional and social processes involved in teens and family development.
- Knowledge of principles and practices of child supervision.
- Knowledge of computer hardware, software and peripherals sufficient to instruct target population in their use.
- Ability to communicate effectively, both orally and in writing.
- Ability to work flexible hours including evenings and weekends.
- Ability to establish and maintain cooperative working relationships with fellow employees and patrons.

**PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT:** Work involves detailed concentration for long periods of time in a modified office environment. There may be occasional need for light lifting and cleaning duties, standing, walking, and other related physical activities. The City of West Palm Beach promotes a drug/alcohol free work environment through the use of mandatory pre-employment drug testing. This position may also require the use of City vehicles on City business. Individuals must be physically capable of operating the vehicles safely and have an acceptable driving record.

**MINIMUM QUALIFICATIONS:** Tenth grade education, required. High School or GED, preferred. A valid Florida driver's license may be required.