

North Monterey County Unified School District
CLASSIFIED POSITION DESCRIPTION

Position Title: **Community Liaison I-Bilingual**
Job Family: Student Services
Reports to: Director of Student & Family Services
Salary Level: Range 23
Calendar: Classified 12 month

SUMMARY:

Under the direction of the Director of Student & Family Services, assist administrative and instructional staff in promoting effective communications and relationships among students, parents/guardians, families, administrative staff and the community; provide information regarding programs and services available to students and families and school and/or District activities and procedures; refer families to local agencies and applicable District services; foster an ongoing partnership between the home and school; perform a variety of diversified clerical duties. The Community Liaison I-Bilingual performs varied and responsible duties related to clerical support for wrap around services for students, parents/guardians and families. Incumbents serve as a liaison between the District, parents, students and families to assure efficient communications and provide community resources and referrals.

ESSENTIAL DUTIES AND RESPONSIBILITIES: To perform a job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in the job description are representative of the knowledge, skills and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Serve as a liaison between the District, parents, students and families to ensure efficient communications related to supportive wrap around services.
- Monitor and review attendance patterns and follow-up with students, parents/guardians regarding attendance.
- Initiate and receive telephone calls; receive and respond to emails; greet visitors including administrators, parents, staff and the public.
- Monitor and evaluate the needs of students; provides information, community resources and referrals to students and families regarding local agencies or school services; follow-up with parents/guardians on referrals.
- Perform a variety of diversified clerical duties in support of an assigned office including typing, filing, duplicating and distributing materials.
- Assist in providing support for District wrap-around services; promote educational programs, goal setting, academic achievement and student attendance.
- Translate communications between District personnel and limited or non-English speaking parents; provide oral and written translations.
- Serve as an interpreter for conferences and meetings as needed; translate documents, correspondence, reports and educational materials from English to a designated second language documents as necessary.
- Collect and maintain data related to assigned students and families.
- Collaborate with school nurses, school psychologists, teachers, public health care and social service agencies to support students and families.
- Schedule a variety of appointments and meetings to assist parents/guardians with completing enrollment forms, applications and related forms.
- Coordinate and conduct home visits and parent meetings to obtain information and/or discuss needs and problems involving students and their families; provide information regarding school policies, services and programs.
- Communicate with parents/guardians on behalf of the District regarding attendance and homework issues, District goals, available programs/services and related matters; foster and ensure an ongoing partnership between the home and school.
- Input data into an assigned computer system as required; prepare and maintain a variety of files, logs, records and reports related to assigned activities; maintain attendance sheets and grade level transitions.

- Communicate with District personnel, outside agencies and the public to exchange information, coordinate activities and resolve issues or concerns.
- Attend and participate in a variety of meetings, workshops, in-service trainings including evening meetings; maintain current knowledge of program polices and guidelines.
- Operate a variety of office equipment including a copier, computer and assigned software.
- Drive a vehicle to various sites to conduct work; transport parents and students to local agencies as needed.

Other Duties:

- Perform related duties as assigned.

REQUIRED QUALIFICATIONS:

Education and Experience:

- Any combination equivalent to: graduation from high school and one year experience working with community agencies, community members, children and families with diverse cultural backgrounds.

Licenses and other Requirements

- Valid California Driver's License with proof of insurance. *(Must submit authorization for a Driver Pull Notice)*
- Incumbents in this classification are required to read, speak and write in a designated second language.

Knowledge of:

- Diverse academic, socioeconomic, cultural, and ethnic backgrounds of non-English speaking students.
- Cultural sensitivity practices.
- Oral and written communication skills.
- Telephone techniques and etiquette.
- Interpersonal skills using tact, patience and courtesy.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Record-keeping and filing techniques.
- Basic public relations techniques.
- Operation of a variety of technical devices, student database programs, a computer and assigned software.

Ability to:

- Serve as a liaison between the District, parents, students and families including providing oral and written translations.
- Provide information regarding programs and services available to students and families and school and/or District activities and procedures.
- Establish and maintain contact with families of students.
- Learn, interpret, apply and explain rules, regulations, policies and procedures.
- Confer with families and personnel concerning program and student needs and concerns.
- Establish and maintain cooperative and effective working relationships with others.
- Read, write, translate and interpret English and a designated second language.
- Communicate effectively both orally and in writing.
- The ability to work independently or with a team to meet schedules and time lines.
- Understand and follow oral and written instructions.
- Operate a computer and assigned software.
- Work with supervisor initiated flex time schedules (variable hours including weekends and evenings) to accommodate specific weekend and evening program needs.
- Maintain records and files.

WORKING CONDITIONS:

Work Environment:

- Indoor environment.
- Drive a vehicle to conduct work
- Work evenings or variable hours.

Physical Demands:

- Dexterity of hands and fingers to operate a computer keyboard.
- Hearing and speaking to exchange information.
- Seeing to read a variety of materials.
- Sitting for extended periods of time.

The information contained in this job description is for compliance with the Americans with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed.

CSEA and DISTRICT AGREEMENT

CSEA  DATE 6-12-18

DISTRICT  DATE 6/12/18

Board Approved: May 24, 2018