

North Monterey County Unified School District
CLASSIFIED POSITION DESCRIPTION

Position Title:	Community Liaison II-Bilingual
Job Family:	Student Services
Reports to:	Director of Student & Family Services
Salary Level:	Range 25
Calendar:	Classified 12 Month

DEFINITION:

Under the direction of the Director of Student & Family Services, perform comprehensive support services and case management for students, parents/guardians and families to promote and strengthen home-school relationships, improve attendance, academic performance and general well-being of students including homeless and foster youth; assist in improving school support systems and coordination of resources for students, parents/guardian and families; applies and explains District goals, special support programs, applicable rules, regulations, policies and procedures; refer families to local agencies and applicable District services. The Community Liaison II-Bilingual performs advanced duties to support wrap around services in areas such as case management, support for homeless/foster youth, building resources and expanding program capabilities. Incumbents serve as a liaison between the District, parents, students and families to ensure 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.

- Provide case management and support assistance for students, parents/guardians, homeless and foster youth.
- Serve as a liaison between the District, parents, students and families to ensure efficient communications related to supportive wrap around services.
- Provide coordination among students, staff, teachers, parents/guardians, school community members and community agencies to promote social emotional development and academic success for students.
- Coordinate, promote, recruit and conduct parent and community trainings and workshops.
- Collaborate with community leaders, District personnel and outside organizations to build resources and expanding program capabilities.
- **Assist families with supporting their child's social/emotional needs helping them to motivate students to succeed; assists parents/guardians with completing enrollment forms, applications and related forms.**
- Maintain current community and school resource information.
- Maintain a database of student information; assists with data collection and analysis of student residency data; collect and maintain data related to student attendance, homeless and foster youth and case management.
- 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.
- 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.

- Coordinate and conduct home visits and parent meetings to obtain information and/or discuss needs, problems and solutions 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; fosters and ensures an ongoing partnership between the home and school.
- Input data into an assigned computer system as required; prepares and maintains a variety of files, logs, records and reports related to assigned activities.
- 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, community events, workshops, in-service trainings including SART, IEP, truancy and court mediations; maintain current knowledge of program policies and guidelines.
- Work flexible hours including evenings and weekends as needed.
- 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 some college level course work in a related field and two years' 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.
- Applicable laws, codes, regulations, policies and procedures related to immunizations, attendance, McKinney-Vento Homeless Education Assistance Act
- District policies, procedures and regulations of assigned programs and activities.
- Methods and practices to facilitate and encourage parents and student participation in the overall home-school process.
- 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.
- Basic training principles, practices and techniques.
- Community and 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.
- 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.
- Plan and conduct training sessions and parent workshops.
- Work independently with little direction.
- Communicate effectively both orally and in writing.
- Adapt to changing work priorities.
- Analyze situations accurately and adopt an effective course of action.
- Work independently or with a team to meet schedules and time lines.
- 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 and prepare records, files and reports.
- Communicate effectively with a diverse community.

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