



Student Support Specialist Lead

Classified Position

Initial Date: June 4, 2019
Board Approval: June 4, 2019
Revision Date:
Personnel Commission: May 22, 2019
Range: 51

Reports to Student Services Administrator

DESCRIPTION OF BASIC FUNCTIONS AND RESPONSIBILITIES:

As part of a team under the leadership of the assigned administrator in Student Services, the Student Support Specialist Lead will coordinate, schedule, plan, oversee, and participate in providing direct support and assistance to students who may be experiencing homelessness, are in the foster care system, enrolled in adult or alternative education, or who otherwise demonstrate an elevated risk of not earning a diploma. In addition to working effectively with the student population served, this position works directly with the assigned Student Services administrator and school principals in scheduling the delivery of on-site services for students and requires the ability to work independently, to work with a team, and to oversee other staff members.

REPRESENTATIVE DUTIES:

- Responsible for overseeing team personnel including but not limited to assigning work, scheduling, training in methods and procedures of service delivery and data collection, monitoring and ensuring that student information is appropriately entered
- Work with Student Service administrator and principals with short and long term organizing and planning of projects related to the delivery of services to identified students
- Maintain detailed records for accountability to supplemental programs regarding resources allocated, data collected, and tracking effectiveness of services delivered
- Train and provide direction and guidance to assigned staff members; may provide input concerning employee evaluations, as requested
- May assist with maintaining the department budget and ensuring appropriate allocation of resources
- Check in with students regularly to monitor homework completion, attendance, behavior and grades
- Maintain accurate records in the District's student information system
- Use technology appropriately and effectively to conduct business
- Organized and plan small groups, community-building circles, and lunchtime activities for staff members to conduct with identified students at designated sites
- Develop positive working relationships with school staff including administrators, community liaisons, teachers and front office staff on behalf of students
- Serve as a case manager to facilitate communication with teachers, parents, and administrators with respect to addressing students' barriers to success
- Facilitate collaboration with guidance counselor; facilitate referrals to additional social/emotional counseling and other resources and services in collaboration with the School Linked Services Coordinator
- Attend SST, 504 or IEP meetings involving caseload students, when appropriate and as needed, as a student advocate
- Work with school guidance counselors to assist students with transcript review, academic goal setting and credit recovery options
- Coordinate and lead weekly team meetings to share best practices, troubleshoot, and celebrate student successes
- Work with student services administrator to plan and implement appropriate professional development for staff members of the team
- Support students when they transition from one school to another
- Plan and implement celebrations for each school cohort with program-specific awards and recognitions such as improved attendance or grades
- Follow all District policies and procedures
- Maintain confidentiality regarding student and family issues
- Type and review a variety of sensitive materials

- Coordinate and facilitate ongoing communications and serve as liaison between District and site personnel, parents, students, school, and community organizations
- Perform other duties

KNOWLEDGE AND ABILITIES:

- Ability to connect to students and to engage families
- Ability to lead and work collaboratively as part of a team to meet multiple priorities
- Ability to maintain records and prepare reports
- Communicate effectively both verbally and in writing
- Ability to establish and maintain cooperative and effective working relationships with others
- Ability to see and read, with or without vision aids; ability to hear and understand speech at normal levels; ability to communicate so others will clearly understand normal conversation
- Knowledge of correct English usage, grammar, spelling, punctuation and vocabulary
- Ability to demonstrate sound and independent judgment in the interpretation, application or modification of existing methods and procedures
- Ability to analyze situations and take appropriate action in a variety of procedural matters without immediate supervision
- Ability to learn and use computer systems and office software programs related to assignment
- Ability to effectively and tactfully communicate in both verbal and written forms
- Ability to prioritize and coordinate work flow to meet timelines
- Ability to operate a variety of office equipment

WORKING CONDITIONS:

ENVIRONMENTAL CONDITIONS:

- Indoor and outdoor environment; school setting subject to frequent interruptions with a high degree of mobility and flexible meeting space throughout the day

PHYSICAL DEMANDS:

- Dexterity of hands and fingers
- Lifting, carrying, pushing, pulling as assigned by position
- Seeing, hearing and speaking to exchange information
- Moderate to high stress level
- Daily contact with students, teachers, all school and District staff
- Frequent contact with parents, community members and outside agency personnel

HAZARDS:

- Exposure to and contact with blood and other body fluids; exposure to communicable diseases
- All body fluids shall be handled as if infectious; universal precautions policy to be consistently implemented

EDUCATION AND EXPERIENCE:

Any combination equivalent to sufficient experience, training and/or education to demonstrate the knowledge and abilities listed above. A typical way to obtain these would be:

- High school diploma or equivalent is required
- AA degree or higher desired; NCLB certification accepted
- Bilingual desired
- Three years of experience in a mental health, social services, or education-related field may be substituted for formal education

LICENSES AND OTHER REQUIREMENTS:

- May require a valid California's Driver's License
- May require pre-employment physical examination

EMPLOYMENT STANDARDS:

Dexterity and physical condition to maintain a rigorous work schedule and meet standards of physical and mental health. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the position. Individuals must maintain a professional attitude and appearance.