



## **Job Description**

### **SCHOOL and COMMUNITY RESOURCE LIAISON – Bilingual**

#### **JOB SUMMARY:**

Under the direction of the principal or another assigned supervisor, serves as a liaison between teachers, parents, students, support staff and the community; assists with educational programs, services and student issues in areas such as attendance, academics, behavior and health; familiar with school, district, county programs and community-based services that meet the needs of students; provides translations, and performs clerical duties as needed.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Helps create a welcoming, safe, and supportive school environment.
- Works with staff and parents to assist students with attendance, academics, behavior and health needs.
- Assists with translations (oral and written).
- Makes phone calls to parents for outreach and parent-teacher communication support.
- Encourages parents to attend and participate in school, district, and community workshops, meetings and advisory committees.
- Coordinates meetings, including mailings, phone contacts, and sign-in sheets for the purpose of increasing parent knowledge and skills regarding students' education.
- Work with families of LCAP target group populations (African American, English Learner, Special Education, Economic Hardship), to increase their participation and engagement.
- Accompanies school personnel on home visits.
- Foster relationships/partnerships with outside community and educational organizations.
- Provides families with county programs and community based services information.
- Assists with referrals to community agencies regarding possible assistance to students and their families.
- Assists parents with applications for services.
- Create and post flyers for events.
- Attends meetings and conferences and takes minutes as required in English and/or Spanish.
- Assists with educational programs and testing.
- Prepares documentation and logs for fulfilling program requirements.
- Organizes and maintains office records and files, compiles information, completes a variety of reports, and utilizes the computer for word processing, database, and spreadsheet applications.
- Organizes materials and resources.
- Participates in staff meetings/professional development.
- Maintains confidentiality of information for the purpose of meeting privacy requirements.
- Performs other related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- School, district, county programs and community-based services related to the needs of identified families
- General principles, practices, and techniques of providing educational assistance to families
- Diverse academic, socioeconomic, cultural, and ethnic backgrounds of identified students and families
- Challenges and concerns of identified students
- Basic public relations techniques
- Correct English and Spanish usage, spelling, grammar, punctuation, and arithmetic
- District program requirements and policies
- Organization and management of office functions
- Word processing, database, and spreadsheet applications (Word and Excel)

### **Ability to:**

- Work with parents, teachers and others in developing and implementing strategies, goals and objectives for resolving student issues
- Meet and confer with parents in the identification of educational needs of their students
- Serve as an informational resource to parents, staff and others concerning school programs, services, attendance issues and other matters
- Refer families to school and community resources and services as appropriate
- Provide outreach services to assist in resolving student issues in areas such as attendance, academics, behavior and health
- Learn policies and objectives of assigned programs and activities
- Maintain the image of the district as an agency committed to the concept of customer satisfaction
- Communicate with persons of varied cultural and educational backgrounds.
- Establish and maintain effective working relationships with employees, students, parents and school administrators.
- Maintain confidentiality of all student information
- Work independently and be flexible
- Demonstrate an understanding, patience, warm and receptive attitude toward students and parents
- Communicate clearly and concisely, both orally and in writing in both English and Spanish
- Maintain a neat, orderly work environment
- Perform clerical tasks and operate standard office machines
- Use correct spelling, grammar and punctuation; proofread and edit documents
- Maintain regular and consistent attendance

## **EDUCATION AND EXPERIENCE:**

### **Experience:**

Any combination equivalent to sufficient experience, training and/or education to demonstrate the knowledge and abilities listed above. Typically, this would be gained through completing 12th grade, and two years minimum experience working with students and/or families in an educational environment or community programs.

**Education:**

- At minimum the equivalent of twelfth grade education

**WORKING CONDITIONS:****Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- Daily contact with district, school staff, parents and community
- Constant interruptions
- Moderate to high stress level

**Physical Abilities:**

- Hearing and speaking to exchange information in person and on the telephone
- Dexterity of hands and fingers to operate a computer keyboard
- Seeing to read a variety of materials
- Standing for extended periods of time
- Bending at the waist, kneeling or crouching to file materials
- Occasionally lift and/or move up to 25
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position

**OTHER:**

California Class C driver's license and employee-provided transportation required.

**REQUIRED TESTING:**

Pre-employment testing and assessment to demonstrate minimum qualifications required for the position.

**CLEARANCES:**

California Department of Justice (DOJ) fingerprint clearance, pre-employment physical examination including tuberculosis (TB) and drug screen clearances.

Range: 9.5

Approved: August 18, 2020