



YOUTH SUPPORT AND SERVICE SPECIALIST — BILINGUAL

Reports to: Transitional Youth Services Manager

Division: Educational Services

Our ideal candidate

You are a self-starter who takes the initiative to complete tasks with little supervision. You are a team player and someone who can communicate effectively with others including staff, partners, and Spanish-speaking families. You feel comfortable working in a fast-paced environment, are able to multi-task, and demonstrate flexibility. You are highly organized in record-keeping and data tracking.

General description

Provides systems of educational support for youth in foster care, experiencing homelessness, and/or involved in the juvenile justice system, and their families, including linkage to community resources, support and advocacy.

Specific duties and responsibilities

- Compile and review individual student's educational records and inform appropriate agency, school and/or school district of student's academic needs.
- Independently and in response to requests for support, coordinate and facilitate meetings with individual students and their parents/guardians, probation officers, social workers, mental health practitioners, and other participants in youths' system of care to clarify the student's educational rights, review academic progress, and determine need for services, in order to determine what is in the student's best interest for educational placement.
- Assist students in completing financial aid forms and gaining admission to post-secondary education and/or vocational training.
- Research resources available in the community that may be utilized to meet students' needs; supports students and families in accessing community and educational resources.
- Perform record-keeping, data entry, and reporting of services provided and student outcomes.
- Performs other related duties as assigned.

Requirements

Education: High school diploma supplemented by 12 semester units (or 18 quarter units) of college coursework in education, psychology, administration of justice, social work, or related field. Possession of an associate's degree in a related field is desirable. Additional relevant experience may substitute for post-secondary coursework.

Experience: One year of experience providing educational services, instructional support, social services, or community resource and referral to at-risk (at-risk) students or families is required. Experience working with students in foster care, experiencing homelessness, or involved in the juvenile justice system is preferred.

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Knowledge of:

- Principles and practices of age-appropriate child development and guidance applicable for an educational setting.
- Juvenile court system, including both dependency and delinquency processes.
- System of care for youth in foster care, experiencing homelessness, and/or involved in the juvenile justice system.
- Educational and transitional services and community resources available for students and families.
- Correct English and Spanish usage, grammar, spelling, punctuation and vocabulary.
- Modern office practices, procedures, and equipment.
- Telephone and email etiquette.
- Record-keeping practices.
- Standard office productivity software applications, including spreadsheets.

Skill in:

- Presenting information in group settings in a culturally and linguistically appropriate manner.
- Cultural competency with populations served.

Ability to:

- Plan, organize, prioritize, and schedule work.
- Work independently as well as collaboratively.
- Make sound decisions within appropriate limits of authority.
- Analyze available information and determine an appropriate course of action.
- Interpret, explain, and apply laws, regulations, rules, and policies.
- Coordinate work of district or SBCEO partners over whom one has no supervisory authority.
- Understand and follow oral and written directions.
- Communicate effectively both orally and in writing.
- Compose correspondence and written materials independently.
- Edit and proofread documents.
- Establish and maintain effective working relationships with others.
- Meet schedules and deadlines.
- Maintain confidentiality of files, records, and other sensitive material.
- Learn operations, policies, practices, and objectives of SBCEO and assigned program.
- Operate a computer and other office equipment and related software programs.
- Document work activity.
- Perform data entry and file maintenance.
- Learn to use student information systems and databases.
- Speak, read, and write Spanish and English with a level of proficiency to perform required job duties.
- Exercise tact and diplomacy in interactions with others.
- Represent SBCEO and program participants effectively.



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Licenses and certificates

Possession of a valid California Class C driver's license, insurance as required by law, and the use of a dependable automobile are required.

Working conditions

Positions in this classification are considered generally sedentary. Most work is performed while sitting at a desk and usually involves extensive use of computers, telephones, and other office equipment. Strenuous physical activity - such as lifting and carrying heavy objects, crawling, or stooping - is not generally associated with these positions. These positions are not typically exposed to significant safety hazards.

Local travel by car to a variety of locations countywide, in order to attend meetings and provide service to students and families, is required. Occasional overnight travel may be required.

Series

Instructional

Salary range 60

<i>Approved by the Personnel Commission:</i>	October 25, 2007
<i>Revised:</i>	December 20, 2007
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