



JOB DESCRIPTION

Position Code: 413
Classified Group: CSEA
Salary Range: 21
Work Days: 206
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POSITION TITLE: Parent/Family Support Ambassador

DEFINITION: Under general supervision, serves as a liaison for the district communicating with parents and the community to foster student success by raising awareness and understanding of cultural learning differences; actively promotes the involvement of culturally diverse parents/family members in district engagement programs to support their children academically and improve overall quality of education.

DIRECTLY RESPONSIBLE TO: Coordinator, Family and Community Engagement

SUPERVISION OVER: N/A

DUTIES AND RESPONSIBILITIES: (Any one position may not include all of the duties listed; the listed examples do not include all duties and responsibilities that may be found in positions within this classification.):

1. Provides outreach services primarily focused on graduation and participating in college preparatory courses to students, as assigned.
2. Facilitates communication with parents and district staff to increase knowledge of and address cultural learning differences and other culturally sensitive issues related to student education.
3. Refers potential community sponsorship opportunities to applicable district personnel.
4. Participates and contributes in the Admissions process with prospective parents and students to strengthen the community.
5. Informs parents about the District's Strategic Plan, Local Accountability Plan (LCAP), district program services and processes, and the potential roles parents can take to engage in and support student education.
6. Implements and coordinates family support groups comprised of family members of students currently receiving or in need of support intervention services.
7. Serves as a liaison for the district to develop and maintain relationships with family advocates from other organizations within the community.
8. Provides communicative support and assistance to families as requested by district school-site staff or families directly.
9. Assists families in the preparation for meetings affecting services received and provides assistance in facilitating the process.
10. Identifies barriers to families attending support or educational functions and coordinates arrangements to eliminate barriers.
11. Notifies applicable district staff regarding concerns and problems raised by families as needed or required.
12. Prepares a variety of reports and maintains accurate records related to assigned services and areas of responsibility.
13. May attend district/program trainings, workshops and meetings as required.
14. Performs related work as required.

QUALIFICATIONS:

Education and Experience:

Any combination of training, education and experience which demonstrates the ability to perform the duties of the position; must have experience in family engagement or advocacy; previous experience working with families and students needing support and extra assistance is preferred; college-level coursework in counseling, social work, sociology or psychology is preferred.

Licenses and Certifications:

- Valid California Class C driver's license issued by the California Department of Motor Vehicles within 30 days of hire or before driving any vehicle requiring this license

Knowledge, Skills, and Abilities:

- Knowledge of district educational goals, objectives, LCAP and strategic plan
- Knowledge of socio-economic issues affecting families of various ethnic backgrounds
- Knowledge and understanding of the needs of parent participation in student the education
- Knowledge of community resources
- Knowledge of interpersonal skills using tact, patience and courtesy
- Ability to understand and follow verbal and written instruction Ability to communicate effectively both verbally and in writing with all levels of district staff, students, parents, and the community
- Ability to work independently, with minimum direction, and make decisions within the framework of established guidelines
- Ability to work effectively with all levels of district staff, parents, students, and the community
- Ability to maintain consistent, regular and punctual attendance

WORKING CONDITIONS:

Work Environment:

- Indoor office environment
- Moderate noise
- Continuous contact with students, staff, parents with frequent interruptions and significant distractions
- Contact with dissatisfied and/or uncooperative individuals
- Frequent travel between district sites and within the community

Typical Physical Characteristics: (with or without use of aids; consideration will be given to reasonable accommodation).

- Inspect documents and other written materials with fine print
- Communicate to exchange information in person, in small groups, and/or on the telephone
- Move about school and facilities to conduct work, including walking, standing, or remaining seated for long periods of time
- Operate office equipment requiring repetitive hand movement and fine coordination

Other Characteristics:

- Willing to travel within the surrounding community for purpose of business

This job description is not a complete statement of essential functions and responsibilities. The district retains the discretion to add or change typical duties of a position at any time.

Board Approved: 3/28/2017

Revised: 5/22/2018