



## JOB DESCRIPTION

**Position Code:** 438  
**Classified Group:** CSEA  
**Salary Range:** 34  
**Work Days:** 225  
Page 1 of 3

**POSITION TITLE:** Family and Community Engagement Facilitator

**DEFINITION:** Under general supervision, organizes parent engagement activities through collaborative partnerships with the district and surrounding community; educates parents/guardians to support student learning and college-readiness; supports parents, guardians, families, community members, and district staff as a conflict management resource and as an advocate for fairness; may oversee volunteer or partnership programs as assigned.

**DIRECTLY RESPONSIBLE TO:** Coordinator, Family Engagement

**SUPERVISION OVER:** Volunteer groups, as assigned

**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. Establishes and maintains collaborative district-wide, local school-site, and community partnerships to promote available resources focused on supporting ethnically diverse students.
2. Assists in the development of outreach programs and strategies to actively engage parents/guardians in parent leadership opportunities.
3. Communicates with school administrators and other district staff regarding available regional and district-wide community engagement activities.
4. Acts as a district liaison with parent and community organizations, faith-based and non-profit community partners, and businesses that support student learning.
5. Prepares and maintains informational resources, and materials designed to support and promote district initiatives for distribution (i.e. program social media websites, newsletters, brochures, flyers, informational packets, etc.).
6. Acts as an ambassador for the district and the Family and Community Engagement Department at community meetings and on district committees.
7. Refers parents, guardians, and/or families to district and/or community resources.
8. Provides information and assistance to walk-in parents, guardians, or families.
9. Meets with parents or guardians to address concerns and provides appropriate support to resolve issues or facilitate the resolution process.
10. Serves as an impartial dispute resolution intermediary between the district and parents, guardians, families, and/or community members to resolve conflicts due to miscommunication.
11. May conduct informal fact-finding sessions to gather additional information to further support parents, guardians, families, or district staff.
12. Provides translation services as needed.
13. Designs and facilitates periodic workshops to educate and engage parents, guardians, and/or families.
14. Assists with recruiting and coordinating volunteers for district schools and programs.
15. Maintains a variety of forms, files and records, reports and documentation of activity and progress.
16. Performs related work as required.

## **QUALIFICATIONS:**

### Education and Experience:

Minimum of a Bachelor's degree from an accredited college or university, preferably in a human services or related field; experience with community involvement, public relations, or a related field; bi-lingual skills are 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 and skill in use of computers and assorted software programs
- Knowledge of interpersonal skills using tact, patience, and courtesy
- Knowledge of the diverse academic, socioeconomic, cultural, and ethnic backgrounds of district students
- Knowledge and understanding of the needs of family engagement in schools and effective engagement practices
- Knowledge of community resources available to students and families
- Knowledge of diverse cultures and backgrounds
- Ability to analyze and resolve problems with tact and diplomacy
- Ability to understand and follow verbal and written instruction
- Ability to communicate effectively both verbally and in writing with administrators, staff, students, 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 relate to people of varying backgrounds and be understanding and respectful of different cultures
- Ability to establish and maintain records, and maintain a confidentiality of privileged information obtained in the course of work
- Ability to establish priorities and meet deadlines
- Ability to maintain consistent, punctual and regular attendance

## **WORKING CONDITIONS:**

### Work Environment:

- Indoor office and classroom environment
- Moderate noise
- Continuous contact with students, staff, parents with frequent interruptions
- Contact with dissatisfied and/or uncooperative individuals
- Frequent travel between district site

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

Family and Community Engagement Facilitator  
Page 3 of 3

- Move about school and facilities to conduct work, including sitting or remaining in a stationary position for long periods of time
- Operate office equipment requiring repetitive hand movement and fine coordination

Other Characteristics:

- Ability to work additional hours and weekends on occasion
- Ability to travel locally and attend evening or weekend conferences/seminars on occasion

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: 12/11/2012  
Revised: 8/13/2014 (Title change; updated duties)  
Revised: 9/28/2016  
Revised: 3/27/2018 (Title change; updated duties)  
Revised: 4/10/2018