

DINUBA UNIFIED SCHOOL DISTRICT

CLASS TITLE: FAMILY LIAISON

BASIC FUNCTION:

Under the direction of the Director of Student Services, perform a variety of duties in coordinating and documenting the intake of families and community members requiring Dinuba Learning and Guidance Center services; assist with providing case management of families with special learning needs and assure families have access to needed services.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Perform a variety of social services functions in determining eligibility and program placement, monitoring progress and assisting with the case management of families with special needs; assure program activities comply with established organizational, State and federal regulations.

Prepare and maintain a variety of records and reports related to assigned activities; process a variety of forms and applications; develop and maintain individual and family files; coordinate and document the intake of families and community members.

Serve as a liaison between families, community resources, service providers and personnel to assure needs of program participants are met; respond to inquiries and provide information concerning program services and activities.

Consult and collaborate with school personnel to promote a school environment responsive to the needs of children; communicate with administrators and academic counselors in regard to referral updates.

Provide social service and community resource referrals for individuals and families as appropriate.

Communicate with personnel and outside agencies to exchange information, coordinate activities and resolve issues or concerns.

Provide interpreter services for non-English speaking student, families and members of the community; provide oral and written translation and interpretation of correspondence, forms, letters, reports and materials from English to a designated second language as assigned.

Operate a variety of office equipment including a copier, fax machine, computer and assigned software; drive a vehicle to conduct work as assigned.

Maintain current knowledge of practices, regulations, policies and laws related to social services. Attend a variety of assigned meetings, workshops, in-services and conferences; assist with planning staff and parent development and in-service opportunities as assigned by the position.

Provide oral and written translation and interpretation of correspondence, forms, letters, reports and other materials from English to a designated second language as assigned by the position.

Provide routine first aid/CPR to injured students according to established procedures as needed; notify parents of ill or injured students.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Policies, objectives and guidelines of assigned program.

Program rules, requirements and restrictions.

Community resources, services and programs serving the needs of program participants.

Basic assessment tools and techniques.

Problems and concerns of students with special learning needs.

Oral and written communication skills.

Correct usage, grammar, spelling, punctuation and vocabulary in English and a designated second language.

Applicable laws, codes, regulations, policies and procedures.

Interpersonal skills using tact, patience and courtesy.

Operation of a computer and assigned software.

Record-keeping and report preparation techniques.

Modern office practices, procedures and equipment.

Public relations techniques.

First aid and CPR procedures.

ABILITY TO:

Perform a variety of social services functions in determining eligibility and program placement, monitoring progress and assisting with the case management of families with special needs.

Serve as a liaison between families, community resources and personnel to assure the needs of program participants are met.

Provide program families with information and guidance.

Refer families to community agencies and organizational services as appropriate.

Understand and relate to students with special needs.

Interpret, apply and explain policies, procedures, rules and regulations.

Maintain current knowledge of practices, regulations, policies and laws related to social services.

Communicate effectively both orally and in writing.

Speak, read and write in English and a designated second language.

Provide oral and written translation and interpretation of correspondence, forms, letters, reports and other materials from English to a designated second language.

Establish and maintain cooperative and effective working relationships with others.

Provide oral and written translation and interpretation between English and designated second language.

Analyze situations accurately and adopt an effective course of action.

Work independently with little direction.
Meet schedules and time lines.
Plan and organize work.
Operate a computer and assigned software.
Maintain records and prepare reports.
Administer first aid and CPR.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: associate's degree in psychology, sociology or related field and two years of increasingly responsible experience working in social services or a related field with children, adolescents and their families.

LICENSES AND OTHER REQUIREMENTS:

Valid First Aid and CPR certification within six months of employment.
Valid California Class C driver's license.
Incumbents are required to be proficient in English and a designated second language and pass an oral and written proficiency test in a designated second language.

WORKING CONDITIONS:

ENVIRONMENT:
Office environment.
Constant interruptions.
Driving a vehicle to conduct work.

PHYSICAL DEMANDS:
Dexterity of hands and fingers to operate a computer keyboard.
Sitting for extended periods of time.
Hearing and speaking to exchange information.
Seeing to read a variety of materials.
Lifting and carrying light objects.
Reaching overhead and above shoulders for materials and supplies.
Bending at the waist, kneeling or crouching.

Employee _____ Date _____

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

Board Approved: March 9, 2017