

**Parent Liaison**  
**New Hanover County Schools**

**Job Description**

**Class:** Classified  
**Division:** Student Support Services  
**Dept:** Student Support Services

**TITLE:** Parent Liaison

**QUALIFICATIONS:**

1. Associate Degree or 48 semester hours from an accredited college or university. Bachelor's degree preferred.
2. Bilingual in English and Spanish with strong communication skills (excellent listening, speaking, reading, writing skills in both languages). Strong computer skills.
3. Valid NC drivers' license
4. Strong organizational skills and experience in a fast-paced environment with responsibility for a large variety of complex duties / multi-tasking.

**REPORTS TO:** Director of Student Support Services / Lead Parent Liaison

**JOB GOAL:** **Establish, facilitate, and maintain effective communication between staff, students, and parents of our multilingual student population for the purpose of improving student success not only academically but also socially and emotionally.**

**ESSENTIAL FUNCTIONS AND RESPONSIBILITIES**

1. Follow all rules, policies, and procedures of New Hanover County Schools, along with state and federal regulations pertaining to school issues.
2. Serves as a bridge of communication between schools and multicultural families. Explains school and district policies, procedures, and instructional programs to the parents of multilingual students.
3. Assists parents with all aspects of student enrollment including transportation requests and information or other information related to special education services, cafeteria services, dietary needs requests, athletics information, and athletics application process completion. Assistance to parents of high school students and students by providing them with curriculum information, course selection process and scheduling of counselor meeting.
4. Serve as the emergency contact person in the schools for multilingual families. Advocate for students and families, referring them to community resources or agencies as appropriate.
5. Make telephone calls and/or home visits to build reciprocal communication between parents and the schools. Liaison reaches out to update parents on student academic progress, attendance patterns, behavioral concerns and other issues that may arise as requested by teachers or administrators.

6. Provide support during school- based conferences and events designed to increase parent engagement and involvement in educational matters
7. Provide parents with information about school support services personnel / groups such as the social worker, nurse, mental health therapists, counselors, ‘Communities in Schools’, tutoring programs or others and refer as appropriate.
8. Link and assist students and parents to receive the services of community resources when the receipt of these services helps to meet school/district objectives and goals.
9. Serve as contact for parents/guardians to call with questions or concerns about school programs, specific activities, events, or meetings.
10. Provide accurate oral interpretation during meetings, conferences or other events as needed.
11. Provide information to school personnel in understanding how racial, cultural, socioeconomic, prior school background or interrupted education, migratory journey and linguistic factors impact educational progress. Facilitate cross cultural understanding to improve and strengthen relationships with both students and parents.
12. Collaborate with schools and their special education department to ensure the appropriate support is in place for students and families during special education processes and meetings. Help parents with the completion of a variety of forms as needed and support staff during student assessments or screenings that may be required. Provide effective interpretation as needed.
13. Work with principals, teachers, and staff to modify communication-contact procedures at each school as needed.
14. Provide feedback to principals/school personnel of any parent/guardian/school community needs, new trends or concerns that may arise.
15. Support and participate in school evening meetings or Saturday events
16. Maintain strict confidentiality for all matters
17. Perform other duties as assigned for the purpose of ensuring the efficient and effective functioning of the department as it strives to meet district goals

*The above statements describe the general nature and level of work being performed by individuals assigned to this job. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so employed.*

**Terms of Employment:** Ten-month work year/At Will/FLSA Non-Exempt

**Starting Salary and/or Grade:** Grade 61

**Evaluation:** Performance of this job will be evaluated in accordance with provisions of the Board and local policy on evaluation of personnel.

**Knowledge, Skills and Abilities:**

- Demonstrate functional knowledge of computers and all aspects of the Microsoft Office Professional software programs and Google Suite.
- Ability to communicate clearly and concisely, both orally and in writing in English and Spanish; ability to communicate with school personnel, employees, and central office staff while complying with the confidentiality requirements in local, state, and federal policies and statutes
- Ability to work collaboratively and flexibly with parents, students, and school staff.
- Ability to interact and deal with the public in a professional manner
- Ability to establish and maintain effective working relationships as necessitated by work assignments
- Physical ability (able to exert up to 20 pounds of force occasionally) and dexterity to perform the duties and responsibilities of the job.