

COLTON JOINT UNIFIED SCHOOL DISTRICT

CLASS TITLE: CHILD WELFARE & ATTENDANCE LIAISON

BASIC FUNCTION:

Under the direction of an assigned supervisor, serve as a liaison between students, school and the home; make home visits for the purpose of understanding and helping to alleviate the sources or barriers of student problems in relation to school attendance; encourage parental involvement and understanding of school programs; provide information and materials to parents and families to assist them in utilizing community services and local resources; perform a variety of clerical duties.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Serve as a District liaison between students, parents, schools and outside community organizations and agencies to support efforts to improve school attendance, tardiness, child welfare and parent involvement; participate in the development of community resources for students, parents and families; collaborate with local groups and agencies to secure services, donations and supplies for programs.

Perform a variety of clerical duties in support of department activities such as preparing, typing, duplicating and filing instructional materials; type and input a variety of data into an assigned computer system; receive, screen and route telephone calls, mail, emails and correspondence; respond to requests, concerns and questions; take and relay messages; provide customer assistance to callers and walk-in visitors.

Maintain related files, records and reports as assigned and collect required information; assist parents in completing forms as necessary.

Provide information and materials to parents to assist in utilizing community services and resources; refer students and families to local agencies or school services as appropriate; follow-up on referrals; coordinate with community services on students/families behalf to improve welfare and attendance of students; establish community partnerships that help families connect with schools and local resources.

Provide transportation to students, parents to and from specific appointments as per administrative directive; assist with the District student welfare and homeless enrollment procedures; identify individual needs and collect appropriate information on resources needed.

Attend and participate in a variety of meetings and conferences such as IEP's, SART and SARB meetings and expulsion hearings.

Participate in and/or perform in home visitations, truancy sweeps and other related activities; review student attendance; provide information to students and parents regarding school attendance policies and programs; communicate with students and families regarding attendance procedures, laws and the importance of regular school attendance; make personal contact with parents regarding various attendance issues.

Compile information and review attendance/student data.

Track chronically absent students, monitor student attendance and assist in resolving attendance issues with school personnel and/or with parents.

Assist with attendance incentive programs; deliver and distribute awards to students and schools.

Assist the general public with procedures for complaints, transfers, address verifications and other Student Services related inquiries.

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

Communicate with other departments, District staff and outside organizations regarding student welfare, behavior, safety and attendance.

Provide referrals to community resources; pick-up, sort and deliver donations and supplies for students to schools or homes.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Telephone techniques and etiquette.

District organization, operations, regulations, policies and objectives related to position.

Diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of students.

Operation of a variety of office equipment, a computer and assigned software.

Program requirements and funding terms.

Community resource organizations including various Federal, State and County agencies.

Effective communications techniques.

Applicable sections of State Education Code and other applicable laws.

Policies and objectives of assigned program and activities.

Oral and written communication skills.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Interpersonal skills using tact, patience and courtesy.

Modern office practices, procedures and equipment.

ABILITY TO:

Serve as a liaison between personnel, families, community resources and the public to assure smooth and efficient communications related to District programs, activities, procedures and regulations.

Perform a variety of duties involving frequent and responsible public contacts.

Communicate effectively both orally and in writing.

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

Read, interpret and follow rules, regulations, policies and procedures.

Perform a wide variety of clerical functions.

Compose correspondence and written materials independently or from oral instructions.
Type or input data at an acceptable rate of speed.
Refer families to appropriate local agencies or school services.
Understand and resolve issues, complaints or problems.
Establish and maintain cooperative and effective working relationships with others.
Operate a variety of office equipment including a computer and assigned software.
Work independently with little direction.
Prioritize and schedule work.
Maintain records and prepare reports.

EDUCATION AND EXPERIENCE:

Education: Graduation from high school or equivalent. Supplemental college-level coursework in social science, psychology or related field is desired.

Experience: Two years of experience in school or community relations work.

Any combination of training and/or experience which would likely provide the required knowledge and abilities may be considered.

LICENSES AND OTHER REQUIREMENTS:

Valid California Class C driver's license.

Some incumbents may be 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:

Indoor and office environment.
Driving a vehicle to conduct work.
Constant interruptions.
Home Visits in the community

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.
Sitting, standing or walking for extended periods of time.
Hearing and speaking to exchange information in person or on the telephone.
Seeing to read a variety of materials.
Lifting, carrying, pushing or pulling moderately heavy objects.
Bending at the waist, kneeling or crouching.
Reaching overhead and above shoulders.

HAZARDS:

Contact with dissatisfied or abusive individuals