

BILINGUAL FAMILY COUNSELOR

DEFINITION

Under direction, performs a variety of specialized activities involved in providing educational counseling, support, referral, training, translation, and assistance services to limited or non-English language speaking families and low income families of children with disabilities; monitors and assesses family needs and assists families with identifying, developing, and meeting educational goals and objectives; coordinates and counsels families to facilitate entrance into various educational programs and services; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing professional duties in support of special education. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Establishes contact and assists families in planning and implementing a variety of educational and support services and activities; coordinates programs and services to enhance opportunities and success for identified children.
- Develops, implements, and conducts parent educational training and support groups; prepares and delivers oral presentations concerning educational programs, systems, and services; conducts employee in-services as assigned.
- Serves as a liaison between the San Mateo County Office of Education (Office), community resources, school districts, and families to facilitate student and family access to education programs and services; provides information and materials to parents to assist in the location and utilization of community services and resources; notifies staff and administrators of pertinent student and family issues, information, and concerns.
- Translates communications between Office personnel and limited or non-English speaking families; serves as an interpreter for conferences, telephone calls, and meetings as needed; translates, prepares, and distributes written correspondence as necessary.
- Monitors, assesses, and identifies the needs of children and families; assists families with developing and meeting educational goals and objectives; assists parents with completing program forms and

applications as assigned; refers families to educational programs, services, and community resources according to identified needs; refers families to medical and social services and resources.

- Advises families concerning practices, procedures, and techniques involved in enhancing the success and opportunities available to their children; collaborates with Office personnel, outside agencies, and community resources in meeting the needs of families; counsels families to facilitate access to educational programs and services such as special education and early childhood education.
- Interviews and counsels families during the intake and assessment process; consults families concerning the intake and assessment process; provides technical guidance to enhance family understanding of the education system and conducts home visits as needed.
- Provides training and advisement to certificated staff concerning the cultural and social aspects of limited or non-English language speaking families and low-income families of children with disabilities and related educational issues as directed.
- Serves as a technical resource to families, outside agencies, and the public concerning educational programs and services; responds to inquiries and provides technical training and information concerning related systems, practices, standards, requirements, resources, processes, policies, and procedures; provides grief counseling as needed.
- Researches, assembles, and compiles a variety of educational information related to assigned families and activities.
- Attends and participates in various meetings as assigned.
- Observes and complies with all County and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in psychology, sociology, or a closely related field; and
- Two years of increasingly responsible experience working with students or families in a social services or educational environment.

Licenses and Certifications:

This position may require employees to travel locally, and specifically, employees must be able get themselves to different locations during their workday. Employees will be responsible for ensuring that they can timely move between locations during their workday either via driving themselves with a valid driver's license or using other modes of transportation, including a ride hailing service, taking a taxi, carpooling, bicycling, etc.

Knowledge of:

- Principles, practices, and procedures of family support and referral programs.
- Educational challenges and concerns of limited or non-English language speaking families and low-income families of children with disabilities.
- Modern practices and techniques of individual and group counseling.
- Community resources, services, and programs that serve identified students and families.
- Practices, procedures, and techniques in assessing family needs and assisting with identifying,

developing, and meeting educational goals and objectives.

- Diverse academic, ability, socioeconomic, cultural, and ethnic background of students and families.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Provide educational counseling, referrals, training, translation, and assistance services to limited or non-English language speaking families and low-income families of children with disabilities.
- Serve as a liaison between the County Office, community resources, school districts, and families to facilitate student and family access to education programs and services.
- Monitor, assess, and identify the needs of children and families.
- Assist families with developing and meeting educational goals and objectives.
- Read, write, translate, and interpret English and a designated second language.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the Office in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and judgment within general policy and procedural guidelines.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.