JOB DESCRIPTION

JOB TITLE: Linkage Specialist

JOB FAMILY: Student Support Services

SALARY RANGE: 43

JOB PURPOSE STATEMENT: Under the direction of the Director/Coordinator of Mental Health Support Services, performs routine service plan coordination and implementation with agencies and families. Develops a network of resources throughout the community to enhance the ability to be a liaison and provide linkage for families.

DISTINGUISHINGCHARACTERISTICS:

REPRESENTATIVE DUTIES: Incumbents may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements.

ESSENTIAL JOB FUNCTIONS:

1. Maintains confidentiality and trust for all students/families.
2. Assists the mental health program in the formulation and implementation of the student/family service plan.
3. Provides on-going service plan management and serves as a liaison and linkage between students/families and service providers.
4. Coordinates services within the community and assists with the completion of necessary forms and applications when needed.
5. Attends and participates in District inservices, workshops, conferences and/or seminars, meetings, and trainings, to further awareness and obtain information pertaining to student and family situations.
6. Communicates regularly (daily/weekly) with agencies/families to monitor their service plans, and assists them to achieve the desired outcomes.
7. Interviews students or their authorized representatives to gather information to assess service needs.
8. Networks and provides linkage with community agencies, assessing available services appropriate to student and family needs.
9. Develops needed community resources and maintains comprehensive Resource Guide of all the grant programs, local businesses, any identity that serves youth with mental health needs and agencies that support youth and families in their everyday lives such as DPSS, HOPE, Operation School Bell, etc.
10. Develops and implements service plans to meet student/family needs.
11. Evaluates interventions for effectiveness and modifies service plans as needed.
12. Assists students/families in obtaining medical, dental and vision coverage through the state, county and private programs.
13. Participates in on-going research, development, implementation, evaluation, and maintenance/expansion of student family services.
14. Meets with student/families in various settings, including the home.
15. Compiles and reviews reports and forms to ensure records are up-to-date and accurate.
16. Assists with referrals to needed support programs, Individualized Education Processes (IEPs), etc.

17. Participate, coordinate, or assist in conducting a variety of meetings, staff development, committees, trainings, workshops, and/or conferences in order to present materials and information concerning department programs, services, operations, and activities; represent the district at local, regional, and state meetings, conferences, inservices, boards, councils, and events.
18. Interpret and apply applicable rules, regulations, policies, procedures, contracts, State and Federal laws, codes and regulations, i.e. mental health, special education.
19. Analyze situations accurately and adopt an effective course of action.
20. Establish and maintain cooperative and effective working relationships with others.
21. Work independently with direction from the Director/Coordinator.
22. Meet and adhere to schedules and timelines.
23. Prepare reports and other items as needed for program using a variety of computer software programs.
24. Contribute to the development of printed materials including, newsletters, flyers, and brochures.
25. Monitors students and family/caregiver complaints, concerns and issues regarding access to and satisfaction with services.

OTHER JOB FUNCTIONS:
Assist other personnel as may be required for the purpose of supporting them in the completion of related work activities.

JOB REQUIREMENTS: QUALIFICATIONS

Knowledge of:
- California laws and regulations for mental health services
- California and Federal regulations for behavioral/mental health interventions for special education students
- Positive behavior support
- The Individualized Education Process (IEP) process, data collection and record-keeping techniques, community resources for mental/behavioral health, substance abuse and basic needs
- Computer software and office procedures

Ability to:
- Provide educationally related mental health services to school district staff, students and families
- Collect and analyze program data from a variety of settings and compile reports.
- Monitor and evaluate student progress accessed through programs offered outside the school day.
- Communicate effectively both orally and in writing
- Establish and maintain effective working relationships with school, agency staff and families
- Establish and maintain reasonable boundaries with and for families
- Work collaboratively with community organizations and members to develop and maintain needed resources
- Analyze and interpret rules, regulations, and procedures
- Maintain current knowledge of program rules, regulations, requirements, and restrictions
- Work independently; plan and organize work load; meet deadlines and schedules, set priorities; work with constant interruptions; work with detailed information/data
- Resolve problems with tact and professionalism

- Understand, be sensitive to and respect the diverse academic, socio-economic, ethnic, religious and cultural backgrounds, disabilities, and sexual orientation of students, family members, teachers, administrators, and staff
- Typing/keyboarding accurately at a rate of 40 words per minute

EDUCATION AND EXPERIENCE REQUIRED:
Associates Degree required. A minimum of five (5) years prior experience working in the human services field. Experience working with students with disabilities in an educational setting. Experience working with culturally diverse communities is high desirable.

LICENSE REQUIRED:
Must possess and maintain a valid California Driver's license and remain insurable at the District's standard insurance market rate. Current DMV report.

Licenses, Certifications, Bonding, and/or Testing Required: Criminal Justice Fingerprint Clearance, negative pre-employment drug screen test and negative TB test results. Successful completion of District employment exam. Possession of a valid California Driver's License.

WORKING CONDITIONS:
Environment:
- District office environment
- Frequent visits to school sites, departments, and various public agencies/businesses
- Demanding timelines/subject to frequent interruptions and extensive contact with students, staff, parents, and the community
- Subject driving to a variety of locations to conduct work during the day
- Indoor and outdoor environments

Physical Abilities:
- Occasional bending at the waist, kneeling or crouching, and reaching to help students and staff as well as retrieve and maintain files and records
- Reaching overhead, above the shoulders and horizontally
- Dexterity of hands and fingers to operate standard office equipment, computer keyboard, and other equipment necessary to complete the required duties
- Hearing and speaking to exchange information in person and on the telephone
- Visual ability to read and to prepare/process documents and to monitor various services and personnel
- Sitting and/or standing for extended periods
- Walking over rough or uneven surfaces
- Climbing and occasional use of stepladders
- Physical activity may be required, which could include moderate lifting
- Mobility to travel to various school sites, conferences, and workshops required

Hazards:
- Extended viewing of computer monitor
- Working with and around office equipment having moving parts