

COMMUNITY LIAISON

JOB SUMMARY

Under general supervision of the Assistant Superintendent of Educational Services or designee to act as the District community liaison in an assigned support role with the parents and community in relation to at-risk or high needs students. May serve as an interpreter for telephone calls, parent conferences, special events, and other site and District meetings.

DISTINGUISHING CHARACTERISTICS

This classification is distinguished from the Social Service Assistant in that the incumbent is assigned to specialized District liaison roles by the Educational Services Division. This position communicates with District personnel, parents, outside agencies and others to exchange information, coordinate activities and resolve issues or concerns at the District level.

SUPERVISION RECEIVED AND EXERCISED

Job incumbents do not supervise other personnel, but may act in a lead capacity to provide technical guidance to Social Services Assistants.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

- Acts in a lead capacity to provide technical guidance to the Social Services Assistants.
- Participates in a variety of District level committees such as DELAC, school and community meetings, workshops and conferences;
- Prepares minutes following meetings as assigned and complete all necessary documentation, reports and follow-up;
- Identifies at-risk students based on Response to Intervention (RTI) data to focus on supporting the families;
- Identify Newcomer families to support in the transition into the Fullerton School District. Maintain records and prepare reports on family contacts, resources provided, follow up and case files;
- Works with parent advocacy school and district committees including School Site Councils, English Learner Advisory Committees;
- Provides information, explains and refers parents to appropriately identified community services, local agencies, and District resources; assists parents with completing forms and documents; completes related records and reports;
- Learns, applies and explains policies and objectives of school and District programs and activities;
- Assists in setting up conferences between school and family;
- Facilitates the student referral process for (SIT): Attends Roundtable meetings pertaining to parents and students they are working with, follows up with parents to provide necessary additional support;
- Communicates with District personnel, parents, outside agencies and others to exchange information, coordinate activities and resolve issues or concerns;
- Encourages and promotes parent education and involvement in a variety of school activities and events; promotes attendance at parenting workshops on topics such as nutrition, English, and mathematics, etc.
- Demonstrates empathetic, listening and interpersonal skills with individuals from varying cultural and socioeconomic backgrounds;
- Performs other related duties as assigned.

EMPLOYMENT STANDARDS

Any combination of education and experience equivalent to:

Education: Graduation from high school or GED is required. General education units or related college courses are desirable.

Experience: Any combination equivalent to three years of practical experience in working with community service organizations, or youth groups with an emphasis on helping to counsel children with behavioral, educational or disciplinary problems.

Knowledge of:

- District organization, operations, policies and objectives.

- Effective communications techniques.
- Oral and written communication skills.
- Interpersonal skills using tact, patience and courtesy.
- Modern office practices, procedures and equipment.

Ability to:

- Understand program and school site policies and effectively communicate these to parents.
- Reassure parents regarding the District programs and encourage them to participate in school activities.
- Learn about community services available and explains them to others
- May be required to orally communicate in a second language
- Maintain effective and harmonious working relationships with students; fellow employees, teachers and administrative staff; follow oral and written instructions; keep simple records, provide transportation for home visits during day or evening hours.

PHYSICAL STANDARDS

The work environment and physical demands of the positions as described below are representative of those that must be met by an employee to successfully perform the essential functions of a position in this clerical category. Reasonable accommodations may be made to enable individuals to perform the essential functions of a specific position. These physical standards are generic in nature and tasks may vary dependent on school site or specialized department assignment.

Work Environment: While performing the duties of this position employees are subject to constant interruption and are in direct contact with the public, students and employees. Negative interactions resulting from these contacts can result in stressful situations. These positions may be high volume positions and may work without direct and/or constant supervision. While the noise level in an office environment is usually quiet, a school site office and or community or home visit may be somewhat louder. Possible exposure to blood-borne pathogens, body fluids and communicable disease.

Physical Demands: The physical demands of these positions include the ability to sit for extended periods of time. These positions require some walking and standing as well as bending and reaching at, below and above shoulder level. Lifting, pushing or pulling of objects generally not exceeding twenty pounds may also be required. Repetitive use of fingers and hands to operate a keyboard and other office equipment is necessary, as is hearing and speaking ability sufficient to provide information via phone, intercom and personal contact. Specific vision abilities including close vision, depth perception and the ability to focus are required. The ability to learn and administer first aid and CPR is required.

The information contained in this physical standards description is for compliance with ADA and is not an exhaustive list of duties performed. The individuals currently holding this position perform additional duties and additional duties may be assigned.

COMMUNITY LIAISON	
Personnel Action	Personnel Action Date
Adopted by the Personnel Commission:	05/28/20