EAU CLAIRE AREA SCHOOL DISTRICT

JOB DESCRIPTION

Job Title	Family Services Coordinator
Department	Student Services
Reports To	Director of Student Services
Classification	Classified
Location	District Office
Salary	On Schedule
Length of Contract	School Year

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees may be required to follow other job-related instructions and to perform other job-related duties as requested, subject to all applicable state and federal laws. Certain job functions described herein may be subject to possible modification in accordance with applicable state and federal laws.

Job Summary

The Family Services Coordinator supports student success by strengthening partnerships between families, schools, and community resources, with a primary focus on improving attendance and engagement. This position works collaboratively with school social workers, caregivers, school staff, and community agencies to identify barriers to attendance, promote positive family-school relationships, and connect families with services that support student well-being and academic success.

Essential Job Functions

- Develop and maintain positive, supportive relationships with families to encourage regular school attendance.
- Monitor attendance data and identify students who may be at risk for chronic absenteeism.
- Conduct family outreach through phone calls, home visits, meetings, and other engagement strategies.
- Assess family needs and identify barriers impacting attendance.
- Collaborate with families to create individualized attendance improvement plans and goals.
- Connect families with school-based and community resources.
- Facilitate communication between families, teachers, administrators, and support staff.
- Participate in multidisciplinary student support teams and attendance intervention meetings.
- Provide crisis intervention, advocacy, and case management services as appropriate.
- Support family engagement initiatives and events.
- Maintain accurate documentation and records.
- Promote culturally responsive and trauma-informed practices.
- Serve as a liaison between the school district and community agencies.

Ancillary Job Functions

- Participates in staff development opportunities.
- Attends staff meetings and trainings when requested.
- Is punctual in all professional responsibilities.
- Performs other related duties as assigned.

Required Qualifications – Required qualifications to effectively perform the job at the time of hire. An equivalent combination of education, training, and experience will be considered. Additional requirements and/or substitutions may be requested and require the approval of HR.

- Bachelor's degree
- Experience working with children, families, schools, or community-based organizations preferred.
- Valid driver's license and ability to travel throughout the district and community as needed.
- Experience conducting home visits and coordinating community services.

Preferred Qualifications – Highly desired education, training, and/or experience that may be helpful in performing the job, if applicable.

- Bachelor's degree in social work (BSW)
- Knowledge of trauma-informed care and restorative practices.
- Bilingual or multilingual skills.

Knowledge, Skills, and Abilities – May be representative, but not all-inclusive, of those commonly associated with this position.

- Knowledge of child development, family systems, and social work principles.
- Understanding of factors contributing to absenteeism and student disengagement.
- Strong relationship-building and family engagement skills.
- Ability to conduct assessments, develop intervention plans, and coordinate services.
- Effective verbal and written communication skills.
- Ability to work collaboratively with diverse populations and multidisciplinary teams.
- Knowledge of community resources and social service systems.
- Strong organizational skills and ability to manage multiple cases simultaneously.
- Commitment to equity, inclusion, and culturally responsive practices.
- Reliable transportation between district locations in compliance with District driving policy.
- Demonstrates an understanding and use of differentiation in educational practices to address the achievement gaps.
- Ability to serve as a positive role model for students, demonstrating responsible and thoughtful behavior.

Work Environment – Environmental or atmospheric conditions commonly associated with the performance of the functions of this job.

- Normal school/office environment and moderate noise levels.

Physical Requirements – The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Frequently required to talk and hear.
- Must be able to have repetitive wrist/hand/finger movement to work on computer and related office equipment.
- The employee shall remain free of any alcohol or illegal substance in the workplace in compliance with Policy 4122.01 throughout his/her employment in the District.