



## Family Community Liaison

### GENERAL PURPOSE

Under general supervision, performs a wide variety of difficult, complex, and highly responsible specialized technical and administrative duties in support of OCDE's Alternative Education (ACCESS) Support Services related to families of ACCESS students and community involvement; interacts with families and staff to provide information, resources, and referrals, answer questions, and encourage home school connections and parents' engagement; and performs related duties as assigned.

### DISTINGUISHING CHARACTERISTICS

Family Community Liaisons are responsible for independently performing a wide variety of difficult, complex, and highly responsible technical and administrative functions. Assigned work requires the use of initiative and judgment, the ability to develop sound solutions to difficult problems, and skill in handling routine to complex questions, complaints, and problems based on knowledge of effective community/community partnership practice. Incumbents use advanced word processing, spreadsheet, and graphics skills in the development of technical documents and presentation materials.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

*This position description is intended to describe the general nature and level of work being performed by an employee assigned to this position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with this position. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.*

1. Encourage family, school, and community partnership and collaboration; assure that families understand their rights and responsibilities as their child's advocate; contact families and share information about opportunities to become involved in their child's programs; and create and distribute program materials to families.
2. Identify, collect, organize, and distribute community resources to families; and interact with families to provide information and answer questions about programs and program content.
3. Assist with planning, coordinating, conducting, and evaluating parent advisory committee meetings as required.
4. Plan, coordinate, conduct, and evaluate a variety of school meetings and events as part of a school-wide family engagement plan.
5. Assist families with communicating their needs, suggestions, and concerns during school meetings such as placement reviews, student consultation team meetings, and Student Attendance Review Board (SARB) meetings.

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6. Assist ACCESS Homeless Liaison with identifying students who qualify for McKinney-Vento support; and assess needs of families and students; and provide support and resources.
  7. Develop partnerships with community agencies to support student achievement.
  8. Organize, maintain, and update a variety of records, documents, and files; and compile and analyze data to identify program needs.
  9. Assist in the preparation and facilitation of trainings, presentations, and other events.
  10. Conduct surveys for program evaluation and development; and compile data collected and provide to management as needed

#### **OTHER DUTIES**

1. Attend a variety of meetings, training sessions, conferences, committees, workshops, and seminars.
2. Conduct special projects as assigned.

#### **QUALIFICATIONS**

##### **Knowledge of:**

1. Title I federally mandated programs as they are articulated in OCDE's ACCESS program.
2. OCDE organization, rules, policies, procedures, and operating practices related to Title I mandates and family involvement.
3. Community organizations and resources.
4. Principles and practices of sound business communication; and correct English usage, including spelling, grammar, and punctuation.
5. Terminology, work processes, and local, state, and federal requirements applicable to areas of assigned responsibility.
6. Advanced uses of word processing, spreadsheet, database, and other software to create documents and materials requiring the interpretation and manipulation of data.
7. Research techniques, methods, and procedures.
8. OCDE administrative policies, procedures, and approval processes.

##### **Ability and Skill to:**

1. Demonstrate an understanding of and empathy for underserved communities.
2. Work effectively with children and adolescents experiencing behavioral and/or emotional problems.
3. Organize, set priorities, take initiative, and exercise sound independent judgment within areas of responsibility.
4. Interpret, apply, explain, and reach sound decisions within established guidelines, policies, and procedures.
5. Manage multiple and rapidly changing priorities to meet the needs and expectations of program management and client school districts.

6. Make advanced use of spreadsheet and other software to develop and maintain complex master schedules to ensure enrollment targets and minimums are met, utilizing a large number of interdependent variables.
7. Represent OCDE effectively in providing program information, negotiating scheduling accommodations, and encouraging program participation by school districts.
8. Compose correspondence, prepare documents, and make arrangements from brief instructions.
9. Communicate clearly and effectively, both orally and in writing; prepare clear, concise, and comprehensive correspondence, reports, and other written materials.
10. Maintain highly sensitive and confidential information and handle sensitive and difficult situations.
11. Establish and maintain highly effective working relationships with OCDE and program management; administrators, staff, teachers, and families; other interested organizations; the public; and others encountered in the course of work.
12. Must demonstrate attendance sufficient to complete the duties of the position as required.

**Education, Training, and Experience:**

A typical way-of obtaining the knowledge, skills, and abilities outlined above is an associate's degree in an education-related field; four (4) years of office administrative experience, one (1) year of familiarity with OCDE's ACCESS programs, and one (1) year of working in an educational setting for at-risk youth; or an equivalent combination of training and experience.

**Licenses; Certificates; Special Requirements:**

Some assignments require background clearance conducted by probation department.

**PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class.

**Physical Demands**

Employees must be able to perform the essential functions of the position with or without accommodation. Employees in this classification perform deskwork for extended periods; read written and electronic materials; communicate clearly with those contacted through the course of work (typically in person, on the phone, and via email); and access and operate all required equipment for job duties. The position may include occasional need to traverse uneven surfaces. May move items weighing up to 25 pounds. Employees in this classification must be able to travel countywide to a variety of sites within a reasonable time frame.

**Mental Demands**

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret information; analyze and solve administrative problems; use mathematical reasoning; make observations; learn and apply new information or skills; perform detailed work; work on multiple, concurrent tasks often with frequent interruptions; work under deadlines and meet productivity requirements; and interact successfully with various groups of people encountered in the course of work.

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## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. The employee works under typical office conditions, and the noise level is usually quiet.