



Job Description

Title: Social Services Coordinator	FLSA Status: Nonexempt	Range: 38
Supervisor: School Principal	Supervises: N/A	Months: 10
Department: Student Services	Bargaining Unit: Classified	Approved:12/19/2019

JOB SUMMARY:

Under general supervision, administers, supervises and implements social service program objectives and services at District schools for students and families involving frequent contact with students, parents and health care and social service providers; coordinates communications and information regarding student attendance, behavior, academic achievement; refers families to local agencies or school services as appropriate.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Meet with referred students and family members to obtain pertinent information about family circumstances (e.g., financial status, available transportation, housing, medical insurance, etc.).
- Establish, organize and maintain confidential files and records on students and families receiving program or referral services.
- Assist with the provision of guidance services for students and parents at school and in the home
- Recommend referral of parents whose children are in violation of compulsory attendance laws.
- Assist parents with applications for services and transportation to appointments, as appropriate.
- Make referrals to community agencies for student and family needs, such as those relating to clothing, counseling, welfare, housing, employment, vision, dental and medical care.
- Assist assigned school staff and parents with communication between home and school.
- Assist parents in understanding school standards and pupil's conduct.
- Receive and process new referrals according to established guidelines.
- Identify, assess and evaluate the needs of referred students and families.
- Maintain a caseload of families in need of various ongoing health care and social services that require ongoing contact and follow-up with students, family members and health providers.
- Make home visits as needed.
- Assure proper case management, maintaining communication with parents by telephone, home visit and mail regarding student attendance, behavior, academic achievement and health.
- Provide information regarding district and community programs.
- Prepare related case management records and reports.
- Coordinate with staff, students and families to develop a variety of program activities.
- Assist families in clarifying and determining goals.
- Support families in implementing and achieving plans and goals.
- Follow up with families on progress of established plans.
- Meet with families to conduct intake interviews.
- Enter intake information into program database and update files as needed.
- Serve as communication liaison among the school staff, district staff, and private and public community agencies.
- Refer families to social service agencies, community resources and public office according to established procedures.
- Contact social service agencies to obtain information on parent and student counseling referrals, neglect or abuse cases and probation status.
- Assist school staff in areas related to parent involvement and parent education, such as open house activities, to encourage participation within the program.
- Link parents to workshops and other resources within the community.
- Assist in the development and implementation of community wide projects such as job fairs, health fairs, dental screenings, immunizations and others.

- Coordinate with existing district and community resources and community leaders.
- Participate in activities and projects as assigned.
- Prepare district and state reports and evaluations related to Healthy Start, and maintain related records.
- Prepare newsletters, special announcements and other communications to promote Healthy Start activities and opportunities for distribution to students, families and staff.
- Maintain confidential records and files in accordance with laws and grant requirements.
- Operate a variety of office equipment including copier, fax machine and telephone.
- Operate a computer to update records and enter data.
- Operate a vehicle to conduct home visits.

OTHER DUTIES:

- Perform related duties as assigned.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. The work environment characteristics and physical demands described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge of:

- Various agencies in the community serving the needs of students and families.
- Case management services including health, psychosocial, educational and vocational.
- School objectives, programs, and requirements.
- District organization, operations, policies and procedures.
- Diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of district students.
- Problems and concerns of families in the community.
- Methods to assist in the development of increased self-awareness and a positive self-concept.
- Operation of office machines including computers and software.
- Record keeping techniques.
- Applicable sections of the State Education Code and other applicable laws.

Skills/Ability to:

- Provide a variety of services to parents, students and district personnel regarding student attendance, behavior, academic achievement and health.
- Recognize students' academic and social needs.
- Provide coordination of the case management system.
- Understand and follow oral and written instructions.
- Communicate effectively both orally and in writing.
- Understand school policies and procedures.
- Perform clerical duties including filing, duplication, typing.
- Operate a computer and standard office equipment.
- Analyze and summarize data to produce reports; write clear and accurate reports.
- Maintain records and prepare reports.
- Operate a vehicle to conduct work.
- Work confidentially with discretion.
- Maintain current knowledge of program rules, regulations, requirements, and restrictions.
- Analyze situations accurately and adopt an effective course of action.
- Adapt to changing circumstances.
- Develop and provide effective presentations to the public.
- Read, interpret, apply, and explain rules, regulations, policies, and procedures.
- Make effective decisions and take independent action when appropriate.
- Analyze and evaluate data for specific use.
- Work effectively in a demanding environment.
- Prioritize workload and conflicting demands.
- Use time management techniques to organize and prioritize work.
- Problem solve to analyze issues, create plans of action and reach solutions.

- Demonstrate flexibility, understanding, and patience, toward students and parents.
- Establish and maintain effective and cooperative working relationships with others.
- Understand, be sensitive to and respect the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disabilities and sexual orientation of students, parents, teachers, administrators, and staff.
- Maintain consistent, punctual and regular attendance.

Education and Experience:

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

- Any combination of experience, training and/or education to demonstrate proficiency in the knowledge and abilities listed
- Two years of experience working with children in an educational or child care setting, and preferably in the participation of activities relating to physical education, supervision and guidance.

Licenses, Certifications and other Requirements:

- Class C Driver’s License
- Valid First Aid and CPR certification.

WORKING CONDITIONS:

Work Environment:

- Indoor/Office environment.
- Constant interruptions.
- Playground/Outdoor work environment.

Physical Demands:

- Dexterity of hands and fingers to operate a computer and standard office equipment.
- Sitting, standing or walking for extended periods of time.
- Hearing and speaking to exchange information on the telephone or in person.
- Seeing to assure complete and accurate reports and letters.
- Reaching overhead above the shoulders and horizontally to maintain and retrieve files.
- Bending at the waist, kneeling or crouching to assist students.

The information contained in this job description is for compliance with the Americans with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed.