



Job Description

Title: Director -Student Support Services	FLSA Status: Exempt	Created: 4/22/2022
Supervisor: Assistant Superintendent – Education Services	Supervises: N/A	Salary: 225 days Range 78
Department: Education Services	Bargaining Unit: Certificated Mgmt.	Approved: 5/12/2022

JOB SUMMARY:

Under the direction of the Assistant Superintendent of Education Services, plan, organize, control and direct the operations and services of the Student Support Services division which includes performing variety of specialized duties in the development and implementation of designated student support services and functions of a comprehensive prevention program for district students, at risk students and foster youth/homeless students; consult with students, parents and school personnel to promote a school environment responsive to the needs of students; administer and provide leadership for assigned District programs; attend and conduct a variety of meetings and in-service trainings as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Plan, organize, control and direct the operations and services of the Student Support Services division which includes performing variety of specialized duties in the development and implementation of designated student support services including attendance, SST, 504 plans, PBIS, Homeless/Foster Youth, CPS, discipline, expulsions, staff consultations, professional development, school safety and parent engagement; respond to safety crisis situations as needed.
- Provide technical expertise, information and assistance to the Assistant Superintendent of Education Services and administrators regarding assigned functions; assist in the formulation and development of policies, procedures and programs.
- Direct the preparation and maintenance of a variety of narrative, confidential and statistical reports, records and files related to student attendance, discipline, suspensions, expulsions, home visits, students and family's referrals and other assigned activities; follow-up and set up case files.
- Respond to parent requests for student support and or school concerns; consult and meet with referred students and family members to obtain pertinent information about family circumstances (e.g., financial status, available transportation, housing, medical insurance, etc.); assist in setting up conferences between the school and family; interview individuals and family members to compile information on needs; create and maintain parent resources materials and lists of health, mental health and social services resources/services; distribute community resources to parents and families.
- 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 parents and families in completing district forms and applications for services as appropriate; create and adapt district forms, serves and procedures for attendance, custody, discipline and other assigned programs.
- Assist with the provision of guidance counseling services for students and parents at school and in the home setting.
- Consult with school personnel to promote a school environment responsive to the needs of students and regarding parent engagement; confer with teachers and administrators on student discipline issues and significant behavior issues; coordinate school-based and community-based for students at highest risk for social or academic failure; design, implement and evaluate plans for Other Means of Corrections and Restorative practices for multiple students with discipline and/or behavior challenges.
- Assist with referral petitions for pupils in alternative educational programs who are habitual truants, irregular in attendance, insubordinate or disorderly.

- Assist school personnel with students having attendance problems by making home calls regarding truancy and poor attendance, to verify addresses, residency permits, and inter-and intra-district transfers; recommend referral of parents whose children are in violation of compulsory attendance laws.
- Guide and direct the School Counselors.
- Guide and direct the Health Services Department.
- Evaluate the School Nurses and Licensed Vocational Nurses.
- Guide and direct Community Liaison.
- Meet regularly with School Counselors and the MTSS TOSA's.
- Encourage parents to attend and participate in various workshops, meetings, advisory committees and other special events at the school; inform parents and legal guardians of attendance requirements and district policies and regulations.
- Serve as the District's Homeless liaison and Child Welfare/Foster liaison; identify and support homeless students and students in foster care and assist in the coordination of social workers, foster parents and educational rights holders activities; serve as the districts child welfare liaison; contact schools for all child abuse reporting and assist in coordinating investigations.
- Compile, collect and analyze attendance and other data; collaborate with school attendance staff and school counselors on attendance cases, chronic absenteeism, conducting SARTS and home visits; serve as the SARB representative for the district.
- Communicate with other administrators, parents, nurses, mental health providers, community organizations, personnel and outside organizations to coordinate activities and programs, resolve student-related problems, issues and conflicts and exchange information; respond to and resolve sensitive and complex department inquiries, issues and complaints.
- Train and provide work guidance to assigned staff and mental health contractors; oversee and supervise the recruitment, training, and retention of School Social Worker and (PPS) Interns; assist school counselors with designing small group curriculum and classroom guidance lessons.
- Operate a computer and assigned software programs; operate other office equipment as assigned; drive a vehicle to conduct home visits, residency verifications and other work as assigned.
- Check referrals on children not enrolled in school and child abuse problems.
- Perform a variety of related clerical and word processing duties.
- Attend and conduct a variety of meetings during and after working hours; participate in and assist in staff development and in-service training programs such as safety protocols, for example, self-harm, suicide prevention, threat assessment, mandated reporting; support on-going training on attendance procedures, SART conferences, SST/504 procedures positive attendance and strategies for reducing absences.
- Serve as lead for administrative review panels and expulsion hearings; serve on committees and in community collaborative.

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:

- Planning, organization and direction of Student Support Services and activities.
- Oral and written communication skills.
- Principles and practices of administration and training.
- Child growth and development principles.
- Behavior modification techniques and strategies.
- Student assistance programs.
- Community referral resources.
- Applicable laws, codes, regulations, policies and procedures related to student support services including 504's, IEP's, homeless/foster youth, child abuse reporting, discrimination, harassment, suspensions and expulsions.

- Diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of students.
- Behavior intervention, assessment and conflict resolution techniques.
- Public relations and presentation techniques.
- Interpersonal skills using tact, patience and courtesy.
- Operation of a computer and assigned software.

Skills/Ability to:

- Perform a variety of specialized duties in the development and implementation of designated functions and services of a comprehensive prevention program for district students.
- Conduct and assist with the development and implementation of in-services.
- Train and provide work guidance to assigned staff.
- Serve as a technical resource concerning assigned services and related strategies and functions.
- Compile, assemble, maintain and disseminate a variety of resource and informational materials.
- Participate in related training, data collection, contract compliance and program evaluation functions.
- Process and evaluate a variety of program applications, forms and documents.
- Identify and determine the basic nature of student problems and needs and evaluate their relative urgency.
- Develop, coordinate and implement procedures regarding child abuse reporting; direct schools on proper procedures to response of crisis situations, including school alerts, notification to staff and parents and collaboration with law enforcement.
- Respond to inquiries and provide consultation concerning District's pupil services, attendance and laws related to minors, intervention techniques, social and psychological issues, classroom management techniques and assigned activities.
- Maintain confidentiality of sensitive and privileged information.
- Coordinate and monitor related programs including truancy intervention, student probation and crisis intervention.
- Communicate effectively both orally and in writing.
- Interpret, apply and explain rules, regulations, policies and procedures.
- Establish and maintain cooperative and effective working relationships with others.
- Direct the maintenance of a variety of reports, records and files related to assigned activities.
- Develop constructive solutions to problems.
- Operate a computer and assigned office equipment.
- Analyze situations accurately and adopt an effective course of action.
- Meet schedules and time lines.
- Work independently with little direction.
- Plan and organize work.
- Prepare comprehensive narrative and statistical reports.

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:

- Bachelor's degree in education, sociology, psychology or related field and five years increasingly responsible experience in the administration of a school or district program relating to student support services, attendance or discipline. Master's degree is desirable.

Licenses, Certifications and other Requirements:

- California Administrative Credential
- Valid Pupil Services credential

WORKING CONDITIONS:

Work Environment:

- Indoor/Office environment.
- Fast-paced work environment with changing priorities.
- Variable work hours.
- Driving a vehicle to conduct work.

Physical Demands:

- Hearing and speaking to exchange information and make presentations.
- Seeing to read a variety of materials.
- Dexterity of hands and fingers to operate a computer keyboard.
- Sitting or standing for extended periods of time.

Hazards:

- Contact with abusive or dissatisfied students and parents.

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.