



## CAJON VALLEY UNION SCHOOL DISTRICT PERSONNEL COMMISSION

### Job Class Description

#### **COMMUNITY LIAISON - BILINGUAL**

**DEPARTMENT/SITE:** District Office/School Site

**SALARY SCHEDULE:** Classified Bargaining Unit

**SALARY RANGE:** 20 per 2020/2021 Schedule

**WORK YEAR:** 11 Months (221 Days)

**REPORTS TO:** FACE Supervisor or Assigned Supervisor

**FLSA:** Non-Exempt

#### **BASIC FUNCTION:**

Under the direction of the Family and Community Engagement Supervisor (FACE) Supervisor or assigned supervisor, serve as a liaison between teachers, parents, students, support staff, administrators and the community regarding educational programs, services, and student issues in areas such as academics, behavior and health; provide related outreach, support, advocacy, referral and guidance services. Utilize appropriate language, translate and/or interpret for non-English speaking parents/family members as required. The incumbents in this classification assist in providing students and their families with support in a variety of areas which directly supports student learning.

#### **ESSENTIAL FUNCTIONS, DUTIES AND TASKS:**

*The following list of functions, duties and tasks is typical for this classification. Incumbents may not perform all the listed duties and/or may be required to perform other closely related or department-specific functions, duties and tasks from those set forth below to address business needs and changing business practices.*

Serve as a liaison between teachers, parents, students, staff, administrators, and the community regarding educational programs, services, and student issues; receive, process, and respond to requests and referrals for intervention, information and services from parents, staff, faculty, and others.

Meet and confer with parents and others in the identification of student needs and issues; provide information and materials and assist in the location and utilization of school and community services and resources; refer parents and others to school services or community resources as appropriate.

Provide outreach, liaison, and guidance services to assist in resolving student issues and problems related to behavioral, psychological, medical, and other matters; work with parents, teachers and others in developing and implementing strategies, goals, and objectives for resolving student issues.

Serve as an informational resource to parents, staff and others concerning school programs, services, student issues and other matters; respond to inquiries and provide information concerning related activities, standards, guidelines, practices, goals, objectives, processes, policies, and procedures.

Coordinate access to community services including physical health, mental health, public assistance, employment, and housing; provide support to families in transitioning to a new environment, developing skills and enhancing knowledge and utilization of various District and community services.

Assist with coordinating program referral, intake, and assessment functions; work with staff, faculty, families, outside agencies and others in developing goals, objectives, and strategies for resolving barriers

and issues, accessing services, and enhancing the educational well-being of students.

Compose, distribute, and respond to a variety of correspondence related to assigned liaison and support services; initiate and receive telephone calls; schedule and arrange various student, parent and other appointments as assigned; schedule, arrange and conduct home visits.

Contact parents or guardians to discuss student needs, issues and progress and provide assistance in meeting

student goals and objectives; follow up on student issues, progress and problems with staff, teachers, and others to assure needs are being met; assist in conducting surveys to obtain feedback from parents.

Assist both English speaking and non-English speaking families with applying for and enrolling in various programs and services; distribute, explain, and assist families with completing required forms and applications.

Compile information and prepare and maintain a variety of records and reports related to student, families, programs, referrals and assigned activities; establish and maintain filing systems; assure timely and accurate data collection for evaluation and reporting of client and service information.

Maintain and update library of resource, reference, and informational materials; order, receive and maintain adequate inventory levels of materials; research and locate reference materials and information for parents as needed.

Establish and maintain partnerships with community agencies to facilitate and enhance support services for students and families; assist with enhancing communication and relationships among community residents; contact community agencies to provide information and follow up on referrals.

Operate a variety of office equipment including a copier, fax machine, computer and assigned software; drive a vehicle to conduct work.

Provide parents with a variety of information to encourage involvement and participation in educational activities, including at their child's school, utilizing bilingual skills as required.

Attend and participate in various meetings and in-services.

Perform classification-related duties as assigned for ensuring the efficient and effective functioning of the work unit and the District, including various mandatory District trainings.

## **KNOWLEDGE AND ABILITIES:**

### **KNOWLEDGE OF:**

General principles, practices, and techniques of providing educational assistance to families.

Community and school resources, services and programs related to the needs of identified families.

Basic interviewing and advisement techniques.

Diverse academic, socioeconomic, cultural, and ethnic backgrounds of identified students and families.

Oral and written communication skills in English and a designated second language.

Modern office practices, procedures, and equipment.

Correct English usage, grammar, spelling, punctuation, and vocabulary.

Operation of a computer and assigned software.

Record-keeping and filing techniques.

### **ABILITY TO:**

Serve as a liaison between teachers, parents, students, staff, administrators, and the community regarding educational programs, services, and student issues.

Develop and implement strategies, goals and objectives for resolving student issues.

Type or input data at an acceptable rate of speed.  
Understand and follow oral and written instructions.  
Meet schedules and timelines.  
Provide quality customer service.  
Communicate effectively both orally and in writing.  
Establish and maintain cooperative and effective working relationships with others.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to graduation from high school and one year of experience working with students or families in a social services or educational environment and experience translating materials and interpreting in English and a designated second language.

**LICENSES AND OTHER REQUIREMENTS:**

Valid California driver's license. Maintain qualification for automobile insurance coverage. Possession of a certificate in cardiopulmonary resuscitation (CPR), and first aid from an EMSA certified provider.

**WORKING CONDITIONS:**

**ENVIRONMENT :**

Office environment.  
Constant interruptions.  
Driving a personal vehicle to conduct work.

**PHYSICAL DEMANDS:**

Dexterity of hands and fingers to operate a computer keyboard.  
Hearing and speaking to exchange information in person and on the telephone.  
Sitting or standing for extended periods of time.  
Seeing to read a variety of materials.  
Bending at the waist, kneeling, or crouching to file and retrieve materials.

**CLEARANCES:**

Criminal Justice Fingerprint /Background  
Tuberculosis  
Pre-placement Physical and Drug Screen

**JOB CLASS HISTORY**

Approved: 06/98 (New Class); Rev. 6/12 (Ewing)  
07/23 Revised (EH&A / MGT Consulting) PC:06/23 GB:06/23