

Job Title: **Family Outreach Liaison**  
 Job Family: **School Based Support**  
 Pay Program: **Classified**  
 Prepared/Revised Date: **September 2012**

Job Code: **1252**  
 FLSA Status: **Non-Exempt**  
 Pay Range: **G 16**  
 Typical Work Year: **9 months**

**SUMMARY:** To facilitate communication with students, families, district personnel and community to better meet the social and academic needs of the students. Act as liaison with families, school/district personnel and community partners for various health and academic programs including, but not limited to, Medicaid, Child Health Plan Plus (CHP+), and other health-related resources. Coordinate outreach with schools/departments, and assist families in applying for Medicaid/CHP+, migrant, homeless and other state, federal, county and district programs.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** *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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Job Tasks Descriptions	Frequency	% of Time
1. Work collaboratively with students, parents and staff to assess student needs, including but not limited to absences, health education, uninsured students, registration, enrollment, assessments, credit attainment, post-secondary goal planning and other issues. Initiate contact with families who have requested information about school and district programs, including, but not limited to Medicaid/CHP+ Health Insurance, migrant and homeless programs. Assist with telephone calls and visitors. May maintain Spanish Hot Line	D	60%
2. Develop and mentor relationships with students, parents, district personnel, and the community by facilitating and organizing activities such as Mother’s Club, Parent Classes, orientations and other programs. Provide health information, education, and support for registration and enrollment in Medicaid/CHP+, information and support. Organize and participate in school and community outreach events. Facilitate culturally relevant activities that may occur after school hours. Attend and participate in Parent Advisory committee meetings and related events to ensure parents understand and have access to full participation in their child’s education.	D	10%
3. May assist with family and student needs and other related activities, including, but not limited to, assisting families in utilizing their Medicaid and CHP+ benefits through a case management approach. Collaborate with outside community organizations that may be able to serve as support for students and families to increase opportunity for academic success. Organize, promote and supervise postsecondary opportunities and events with specific attention given to the postsecondary enrollment and financial aid process.	D	10%
4. Provides information to the assistant principal, or other administrators, regarding attendance, tardy, grades, credit attainment, graduation requirements and other issues. May mentor students based upon the needs communicated by teachers. Complete forms, surveys, and reports, as well as maintaining files including computer database.	W	8%
5. One or more outreach family liaisons may serve as the primary internal and external contact for issues related to specific grant programs; collect, maintain and report program data for the purpose of informed decision making and grant writing process; Understand and utilize grant program fiscal procedures with specific attention given to grant budgets regarding appropriate/efficient use of funds; attend state and regional meetings regarding specific grant programs.	D	5%
6. Use assessment data/needs analysis and collaborate with students, parents, and staff to develop educational/postsecondary goals and monitor the success of plan.	A	5%
7. Perform other job-related duties as assigned.	Ongoing	2%
	<b>TOTAL =</b>	<b>100%</b>

**EDUCATION AND RELATED WORK EXPERIENCE:**

- High school diploma or equivalent.
- 2 year degree in education, social work or equivalent relevant experience preferred.
- Experience preferred in Community Service and Outreach.
- Experience mentoring and advising students at all grade levels related to academic achievement preferred.
- Experience with at risk and culturally diverse populations preferred.

**LICENSES, REGISTRATIONS or CERTIFICATIONS:**

- Criminal background check required for hire.
- Ability to frequently travel among district facilities and into the community.

**TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:**

- Spoken and written Spanish language skills required for some positions; preferred in others.
- One or more Family Outreach Liaisons will complete training and become qualified to complete Medicaid and CHP+ applications.
- Excellent verbal and written communication skills.
- Initiative and follow-through.
- Critical thinking and problem solving skills.
- Ability to maintain confidentiality in all aspects of the job.
- Ability to manage multiple tasks with frequent interruptions.
- Ability to manage multiple priorities.
- Ability to diffuse and manage volatile and stressful situations
- Ability to conduct home visits when required.
- Ability to promote and follow Board of Education policies, Superintendent Policies and building and department procedures.
- Ability to communicate, interact and work effectively and cooperatively with all people including those from diverse ethnic and educational backgrounds.
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment and report unsafe conditions to the appropriate administrator.

**MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:**

- Operating knowledge of and experience with personal computers and peripherals.
- Operating knowledge of and experience with Microsoft Office.
- Operating knowledge of and experience with typical office equipment, such as telephones, copier, fax machine, e-mail etc.

**REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:**

	<b>POSITION TITLE</b>	<b>JOB CODE</b>
<b>Reports to:</b>	Principal, or Student Support Service Executive Director or Grant Coordinator	3082, 3095, 5060

	<b>POSITION TITLE</b>	<b># of EMPLOYEES</b>	<b>JOB CODE</b>
<b>Direct reports:</b>	This job has no direct supervisory responsibilities.		

- Position will be given daily direction and supervision by assistant principal, individual designated by Student Support Service Executive Director or Grant Coordinator
- Responsible for supervising the behavior and well-being of students in small group settings, school settings and or out of building activities.

**BUDGET AND/OR RESOURCE RESPONSIBILITY:**

- None

**PHYSICAL REQUIREMENTS & WORKING CONDITIONS:** *The physical demands, work environment factors and mental functions 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 the essential functions.*

<b>PHYSICAL ACTIVITIES:</b>	<b>Amount of Time</b>			
	<b>None</b>	<b>Under 1/3</b>	<b>1/3 to 2/3</b>	<b>Over 2/3</b>
Stand		X		
Walk			X	
Sit		X		
Use hands to finger, handle or feed		X		
Reach with hands and arms		X		
Climb or balance	X			
Stoop, kneel, crouch, or crawl	X			
Talk				X
Hear				X

<b>PHYSICAL ACTIVITIES:</b>	<b>Amount of Time</b>			
	<b>None</b>	<b>Under 1/3</b>	<b>1/3 to 2/3</b>	<b>Over 2/3</b>
Taste	X			
Smell	X			

<b>WEIGHT and FORCE DEMANDS:</b>	<b>Amount of Time</b>			
	<b>None</b>	<b>Under 1/3</b>	<b>1/3 to 2/3</b>	<b>Over 2/3</b>
Up to 10 pounds		X		
Up to 25 pounds	X			
Up to 50 pounds	X			
Up to 100 pounds	X			
More than 100 pounds	X			

<b>MENTAL FUNCTIONS:</b>	<b>Amount of Time</b>			
	<b>None</b>	<b>Under 1/3</b>	<b>1/3 to 2/3</b>	<b>Over 2/3</b>
Compare			X	
Analyze		X		
Communicate				X
Copy		X		
Coordinate		X		
Instruct		X		
Compute		X		
Synthesize		X		
Evaluate		X		
Interpersonal Skills				X
Compile		X		
Negotiate		X		

<b>WORK ENVIRONMENT:</b>	<b>Amount of Time</b>			
	<b>None</b>	<b>Under 1/3</b>	<b>1/3 to 2/3</b>	<b>Over 2/3</b>
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock	X			
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

<b>VISION DEMANDS:</b>	<b>Required</b>
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	X
Color vision (ability to identify and distinguish colors)	
Peripheral vision	
Depth perception	
Ability to adjust focus	

<b>NOISE LEVEL:</b>	<b>Exposure Level</b>
Very quiet	
Quiet	
Moderate	X
Loud	
Very Loud	