



For the future of every student

CLASS TITLE: STUDENT ASSISTANCE PROGRAM (SAP) LIAISON

BASIC FUNCTION:

Under the direction of the Student Support Services Director and/or Assistant Director, assists the Student Assistant Program (SAP) team in coordinating support services to reduce students' behavioral and disciplinary violations including substance use, helping students get through school safely and successfully, and improving school attendance and academic performance; serves as a liaison between counselors, students, families, school site and support staff, various community services agencies and the community regarding student assistance programs and services, and student issues in areas such as violence prevention and awareness, drug and alcohol prevention and vaping; and maintains and updates various databases and records related to provided services.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

In collaboration with the SAP team, serves as a liaison between counselors, students, families, school site and support staff, various community services agencies and the community regarding student assistance programs and services, and student issues in areas such as violence prevention and awareness, drug and alcohol prevention and vaping.

Assists administrators, other office personnel, the community, outside agencies, etc. for the purpose of providing support, information and assistance in coordinating assigned activities.

Compiles and provides related data and resources to counselors, administrators and others in support of determining needs of students; assists in identifying resources available to students and families; provides families with information related to the needs of their child and provides technical assistance and support services to parents, students, district personnel and outside agencies; assists parents with questions and concerns.

Utilizes positive human relations skills to interact with students, parents, staff and others in fulfilling requests for assistance as appropriate.

Inputs, downloads and updates a variety of data in assigned computer systems; develops and maintains automated databases, records and files; generates a variety of computerized reports and documents; assures accuracy of input and output data.

Prepares and maintains a variety of manual and automated records, reports and files related to students, services and assigned activities; keeps accurate records of all information.

Composes routine correspondence independently or from oral instructions; types letters, reports, memos, forms, flyers, notices, agenda items, contracts, presentations or other materials from straight copy, rough draft or oral instructions; proofreads and verifies accuracy and completeness of documents.

Maintains a variety of logs, records and files; ensures the timely duplication and distribution of a variety of records, reports and other materials. Maintains records and reports ensuring confidentiality of students and their families.

Schedules appointments and meetings, and maintains calendar of scheduled events; assists in the set-up of work areas, meetings, displays and exhibits.

Attends and participates in assigned meetings, conferences and trainings. Attends parent conferences as requested.

Ensures timely communication between school-site based personnel, families, community resources and the Student Support Services Department regarding student assistance programs.

Interprets and facilitates communication between staff and non-English speaking students and parents/guardians. May translate communications between staff and limited or non-English speaking students and parents/guardians as assigned by the position; may serve as an interpreter for conferences, telephone calls, and meetings as needed; may translate written correspondence as necessary.

Other duties as assigned that support the overall objective of the position.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

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

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

Operation of a computer and assigned software.

Methods of collecting and organizing materials, data and information.

Modern office practices, procedures and equipment.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

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

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

ABILITY TO:

Assist in implementing intervention activities which have been recommended by school site staff, SAP team and/or community services designee.

Demonstrate an understanding, patient, warm and receptive attitude toward students and families.

Perform a variety of technical, record-keeping and clerical support duties.

Utilize a computer to input and extract data, and maintain and update various databases and records related to assigned activities.

Research, compile and verify student data.

Learn, interpret, apply and explain laws, rules, regulations, policies and procedures.

Prepare and maintain a variety of manual and automated records, reports and files.

Compose correspondence and written materials independently or from oral instructions.

Operate a variety of office machines and equipment such as a personal computer and all applicable hardware and software, copiers, printers, scanners, calculators, etc.

Type or input data at an acceptable rate of speed.

Work independently with little direction.

Meet schedules and timelines.

Maintain confidentiality of privileged information obtained in the course of work.

Understand and carry out verbal and written instructions.

Read and comprehend printed materials.

Communicate effectively in both verbal and written form.

Establish and maintain cooperative and effective working relationships with others.

Work successfully with diverse groups of people.

Handle all matters in a tactful, courteous, and confidential manner so as to maintain and/or establish good public relations.

Maintain regular and consistent attendance.

EDUCATION AND EXPERIENCE:

Any combination of education, training and/or experience equivalent to graduation from high school (or equivalent), and two years related experience including working with students or families in a social services or educational environment.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

Required to translate oral and written communications between English and a designated second language (Spanish).

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

Constant interruptions.

Driving a 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.

Seeing to read a variety of materials.

Sitting or standing for extended periods of time.

Bending at the waist, kneeling or crouching to file materials.