



For the future of every student

## **CLASS TITLE: FAMILY LIAISON**

### **BASIC FUNCTION:**

Under the direction of a special program supervisor serve as a liaison between teachers, families, students, support staff, various community services agencies and the community regarding educational programs, and services and student issues in areas such as early learning, behavior, development, and health; provide related outreach, support and guidance services.

### **REPRESENTATIVE DUTIES:**

#### **ESSENTIAL DUTIES:**

Serve as a liaison between teachers, families, students, support staff, various community services agencies and the community regarding educational programs, services and various student issues; assist in coordinating and arranging various programs and services to meet the needs of students.

Provide outreach, liaison and guidance services to assist in resolving student and family issues and problems in areas such as early learning, behavior, development, and health; work with parents, teachers families and others in developing and implementing strategies, goals and objectives for resolving student issues.

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

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

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

Provide assistance to individual and small groups of students to enhance skills and knowledge, develop and enhance appropriate social skills, and prepare children for entrance into a school setting.

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

Coordinate and facilitate parent and family education programs.

Contact parents 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.

Establish and maintain partnerships with community agencies to facilitate and enhance support services for District students, families and teachers.

Arrange, schedule and request parent participation in conferences, meetings and other activities; encourage parent participation in various school and community programs and services.

Assist in coordinating and arranging various programs and services to meet the needs of students, families and teachers.

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

Assist with coordinating and arranging assessment tests as required; administer and score tests.

Contact community agencies to provide information and follow up on referrals.

Maintain various records related to assigned activities.

Attend and participate in various meetings as assigned.

**OTHER DUTIES:**

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

General principles, practices and techniques of providing 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.

Problems and concerns of identified students.

Oral and written communication skills.

Correct oral and written usage of English and a designated second language.

Modern office practices, procedures and equipment.

Interpersonal skills using tact, patience and courtesy.

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

Operation of a computer and assigned software.

Record-keeping and filing techniques.

Basic public relations techniques.

**ABILITY TO:**

Serve as a liaison between teachers, families, students, support staff and the community regarding educational and other community programs, services and various student issues.

Provide outreach, liaison and guidance services to assist in resolving student issues and problems in areas such as attendance, academics, behavior, development and health.

Serve as an informational resource to families, staff and others concerning school programs, services, and other matters.

Work with families, teachers and others in developing and implementing strategies, goals and objectives for resolving student issues.

Coordinate, facilitate, develop, present family and parent education programs.

Translate oral and written communications between English and a designated second language, as assigned.

Meet, confer with and interview parents in the identification of children's needs and issues.

Refer families to school and community resources and services as appropriate.  
Learn policies and objectives of assigned programs and activities.  
Operate a variety of office equipment including a computer and assigned software.  
Understand and follow oral and written instructions.  
Meet schedules and time lines.  
Maintain various records and files.  
Communicate effectively both orally and in writing.  
Establish and maintain cooperative and effective working relationships with others.  
Maintain regular and consistent attendance.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to sufficient experience, training and/or education to demonstrate the knowledge and abilities listed above. Typically, this would be gained through: graduation from high school and two years experience working with students or families in a social services or educational environment.

**LICENSES AND OTHER REQUIREMENTS:**

Valid California driver's license.  
Some positions in this class may be required to translate oral and written communications between English and a designated second language.

**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.  
Sitting for extended periods of time.  
Seeing to read a variety of materials.

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<i>Approved by Personnel Commission:</i>	<i>06/18/1997</i>
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