



**CLASSIFIED**  
**Job Classification Description**  
Equal Employment Opportunity

MADERA UNIFIED SCHOOL DISTRICT  
PERSONNEL COMMISSION  
APPROVED MOTION NO. 22-2022/23  
DOCUMENT NO. 10-2022/23  
DATED 10/19/2022

**FAMILY LIAISON AND STUDENT ATTENDANCE TECHNICIAN**

**DEPARTMENT/SITE:** Student Services or  
assigned to school sites

**SALARY SCHEDULE:** Classified Bargaining Unit

**SALARY RANGE:** 25

**WORK CALENDAR:** 201 Days

**REPORTS TO:** Director of Student Services

**FLSA:** Non-Exempt

**PURPOSE STATEMENT:**

Under general direction of the Director of Student Service and in day-to-day coordination with assigned site administration, the Family Liaison and Student Attendance Technician works with families to address attendance and truancy issues by establishing relationships with students; connecting with families to identify resources to assist parents; monitoring student attendance to ensure consistently enforced consequences for habitually truant students; participating in and supporting the School Attendance Review Board (SARB) process; collaborating and assisting the school attendance secretary in monitoring students' attendance. The Family Liaison and Student Attendance Technician will work with District and site staff and community partners to connect the families and identify resources on state attendance rules, regulations, and policies regarding attendance, while assisting to facilitate parent events related to attendance. The incumbents in this classification provide the school community with consistent and persistent efforts to reduce truancy, improve student attendance, and develop greater family engagement in school programs which directly supports student learning and achievement.

**DISTINGUISHING CHARACTERISTICS**

This is the first level in the series. Positions in this class focus on day-to-day issues of student attendance at a site, striving to establish rapport and build trust with students and their families in order to raise their awareness of the importance of attendance and the adverse consequences of absence and truancy while also identifying and assisting families to resolve social issues such as food, clothing, finance, health, that may be contributing to poor attendance by guiding and linking the families to community-based programs and agencies for assistance. In contrast, the class Family Liaison and Student Attendance Specialist works at the level of Districtwide policy development, program goals and objectives, and overall attendance issues and related discipline for data collection and reporting.

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

*The following alphabetical list of functions, duties, and tasks is typical for this classification. Incumbents may not perform all of 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.*

- Serves as liaison between school and families by working together to find solutions to attendance problems; removes barriers to student punctuality and attendance.
- Conducts home visits when appropriate and/or as directed in order to provide information for families regarding the mandated attendance policies of Madera Unified School District and the state of California.
- Provides families with information about and access to resources and community services/programs that will support the students' regular attendance.
- Assists in the enrollment and disenrollment process and ensures students are present in school by making phone calls to parents/guardians, performing home visits, and verifying school enrollment/attendance to reduce chronic absences for the site and the District.
- Monitors targeted student attendance data.

- Collaborates closely with school site staff and administration and district office School Attendance Review Board (SARB) representatives to improve student attendance and to provide parents and students with a stronger connection to the school.
- Facilitates parent events for attendance-related information and discussion enabling families can gather important information about attendance policies, the portal for accessing student grades online, and programs offered to support students.
- Collaborates with community agencies (e.g., law enforcement, local businesses) for the purposes of providing strategies and resources to increase school wide attendance.
- Performs a variety of clerical duties to prepare and maintain digital records (e.g., student schedules, attendance records, referrals) for documenting activities to ensure the availability of information for future reference and/or audits for compliance of established policies.
- Responds to a variety of inquiries from internal and external parties (e.g., site administrators, parents, students, district office) to provide attendance information, data, and policies, by searching attendance records, facilitating communication concerning attendance, and/or directing inquiries to appropriate other sources.
- Establishes collaborative relations with teachers, administrators, social services representatives, community groups and families regarding student attendance.
- Plans and carries out courses of action relating to problems of student attendance or behavior to assist students to stay in school on target to graduate.
- Assists school staff with the School Attendance Review Team (SART) processes (e.g., review attendance, research historical patterns, schedule SART meetings) as necessary.
- Works collaboratively with the Community Service Department to work bi-annually to update, support, maintain relevant information to better support, and serve students and families in Madera Unified School District.
- Participates in a variety of meetings, workshops, and /or training (e.g., attendance, SST, SART, SARB meetings) for the purpose of providing and receiving information to support staff, students, and families to improve chronic absences.
- Schedules a wide variety of attendance activities (e.g., appointments, meetings, home visits).
- Performs other related duties as assigned for ensuring the efficient and effective functioning of the work unit and the District, including various mandatory District trainings.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

*(At time of application)*

### **Knowledge of:**

- Community resource organizations including various Federal, State, and County agencies
- Modern office practices, procedures and equipment including computers, applicable software programs
- Maintaining confidential records and files
- Customer service practices, telephone, and email etiquette
- Basic math and calculations
- Practices and techniques of sound business communication; correct English usage, including spelling, grammar, and punctuation
- Record-keeping techniques
- District organization, operations, services, policies, and objectives
- Interpersonal skills using tact, patience, and courtesy
- Safety policies and safe work practices applicable to the assignment

### **Skills and Abilities to:**

- Serve as a bilingual liaison between administrators, personnel, parents, and the community related to attendance
- Communicate effectively both orally and in writing in English and a designated second language

- Read, write, translate, and interpret English and a designated second language
- Serve as an interpreter for attendance meetings, attendance conferences and other attendance events as assigned
- Track and work with a variety of data and report information utilizing spreadsheets and databases
- Schedule activities and events related to attendance
- Work with frequent and sustained interruptions
- Problem solving to analyze issues and create action plans
- Interpret guidelines accurately and consistently usually without immediate supervision
- Flexibility is required to work with others in a variety of circumstances
- Work with data utilizing specific and defined processes
- Understand and follow written and oral instructions
- Operate a computer and use standard business software
- Type accurately to meet the requirements of the position
- Exercise tact and diplomacy in dealing with sensitive, complex, and confidential issues and situation.
- Work with diverse individuals and/or groups; establish and maintain effective working relationships
- Adapt to changing work priorities and as a part of a team

### **RESPONSIBILITY:**

Responsibilities include working under limited supervision following standardized practices and/or methods; providing information and /or advising others; and operating within a defined budget. Utilization of some resource from other work units is often required to perform the job's functions. There is a continual opportunity to affect the organization's services.

### **JOB QUALIFICATIONS / REQUIREMENTS:**

*(At time of application and in addition to the Knowledge, Skills, and Abilities listed above.)*

### **EDUCATION REQUIRED:**

High School diploma or equivalent. Associate's degree from an accredited college or university, with significant coursework in child development, sociology, psychology, or related field, is preferred.

### **EXPERIENCE REQUIRED:**

Two (2) years of experience working with community and/or social services organizations preferably working directly with school age children. Working with school attendance issues as part of this experience is preferred.

### **LICENSE(S) REQUIRED:**

- Certified Bilingual Proficiency in a Second Language
- Valid, current California Driver's License to drive personal vehicle to meetings, trainings, and home visits

### **CERTIFICATIONS AND TESTING REQUIRED:**

- Pass the District's applicable proficiency exam for the job class with a satisfactory score
- After offer of employment, obtain:
  - Criminal Justice and FBI Fingerprint Clearance
  - Negative TB test result plus periodic post-employment retest as required (currently every four years)
  - Pre-employment physical exam B through District's provider

### **WORK ENVIRONMENT / PHYSICAL DEMANDS:**

*(Must be performed with or without reasonable accommodations)*

- Work is generally performed in an indoor office environment, requiring extensive sitting and some walking, and standing

- Light lifting, carrying, pushing, and/ or pulling
- Some stooping, kneeling, and crouching to access files
- Manual dexterity to operate a computer keyboard and handle paperwork in the office
- Hearing and speaking to exchange information in person or on the telephone
- Visual acuity to see/read documents and computer screen