



CLASSIFIED
Job Classification Description
Equal Employment Opportunity

MADERA UNIFIED SCHOOL DISTRICT
PERSONNEL COMMISSION
APPROVED MOTION NO. 51-2023/24
DOCUMENT NO. 42-2023/24
DATED: 12/13/2023

PARENT RESOURCE CENTER ASSISTANT

DEPARTMENT/SITE: Student and Family
Support Services

REPORTS TO: Director of Community Services
and Parent Resource Centers

SALARY SCHEDULE: Classified Bargaining Unit

SALARY RANGE: 18

WORK CALENDAR: 201 Days

FLSA: Non-Exempt

PURPOSE STATEMENT:

Under the general supervision of the Director of Community Services and Parent Resource Centers, the Parent Resource Center Assistant provides various resources and information to parents through workshops and trainings as part of maintaining the services of a Parent Resource Center assigned at a school site and for assigned satellite schools; relays information facilitates and maintains parent-school communication; coordinates and organizes volunteers and interns at the Parent Resource Center. Incumbents in this classification support and assist a program that increases parents' understanding of, participation/engagement in, and active support of their children's schooling and related activities which directly support student learning and achievement.

DISTINGUISHING CHARACTERISTICS

Positions in this classification are part of the District's overall effort to establish and maintain rapport with and foster the engagement of parents in school processes and activities in support of their children. The scope of service is not limited only to school-based events but can include wrap-around with community-based organizations to address the non-academic needs of families by reducing barriers to student success. Work includes intermediate clerical skills to support office activities (qualifying for competitive promotional/transfer opportunities to some classes in the clerical series) as well as higher-level interpersonal and communication skills to gain the trust and involvement of parents.

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.

- Acts as liaison to outside agencies that are available for parents involved in the program.
- Administers, monitors and supervises various designated phases of the Parent Resource Center.
- Answers calls that come into the Districtwide call center in order to address parent/family needs by coordinating with appropriate Madera USD departments and various external community agencies; maintains and updates call logs to document responses.
- Assists in planning outreach activities for parents and assists in trainings interns and parent advocates and volunteers, especially with the planning, preparation, and organization of the District's annual Parent Resource Center Conference.
- Assists in arranging volunteers, speakers, subject matter experts, and discussion leaders for the Parent Resource Center.
- Attends community meetings; recruits parent volunteers; and conducts parent satisfaction surveys.

- Communicates with and assists parents both at the school where the Parent Resource Center is located and at assigned satellite sites that do not have a Center regarding the parents' concerns such as health coverage for children, mental health, childcare, social services, immigration, and basic family needs such as food, clothing, and transportation.
- Increases the school's connections with families by facilitating parent events and acting as a resource for students, parents, guardians, and caregivers.
- Maintains inventory of forms, office supplies, and equipment and requisitions as needed.
- Maintains various records and files.
- Makes room scheduling arrangements to accommodate space needs for meetings, community agency presentations, and parent training sessions.
- May be required to work at various site locations as needed and work a flexed schedule or a split shift due to evening meetings and events to meet the programming needs of parents. The flex schedule or split shift will be determined by the employee in coordination with their direct supervisor.
- Organizes, coordinates, and schedules parent education classes and various workshops and maintains the monthly calendar of the Parent Resource Center's activities and events.
- Participates in trainings and workshops and/or presents approved information on topics such as effective home-school communications, effective parenting, basic computer skills, nutrition, physical health, academic testing, high school graduation requirements, and other District programs.
- Performs clerical tasks such as answering telephones, typing memos, creating forms, flyers, and brochures, and maintaining routine bookkeeping records and a parent database.
- Prepares and delivers presentations to parent groups about school programs and curricula designed to aid the parents in supporting their children's education.
- Performs other related duties as assigned to ensure 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:

- Modern office practices, procedures, and equipment
- Use of job-related software applications, including virtual meeting platforms at an intermediate level, and Microsoft Office, Google Suite tools, and other applications at a beginning level
- Business telephone techniques and etiquette
- proper document construction, and
- Correct English usage, including grammar, spelling, punctuation, and vocabulary
- Current policies and procedures pertaining to a Parent Resource Center and District organization, site locations, policies, and procedures associated with educational processes in order to facilitate parent involvement and participation

Skills and Abilities to:

- Adhere to safety practices
- Keyboard accurately at an acceptable rate of speed
- Operate standard office equipment including computers and software
- Prepare and maintain accurate records.
- Communicate effectively, using patience, tact, and courtesy, and work cooperatively with a diverse group of parents, students, staff members of the community, and agency representatives
- Understand and follow written and oral instructions
- Maintain confidentiality of family and student information
- Work effectively without immediate supervision
- Maintain accurate records and files

- Adapt to changing work priorities
- Work as part of a team
- Set priorities and meet schedules and timelines
- Oral bilingual/bicultural proficiency in a second language is required (usually Spanish)
- Exercise tact and diplomacy in dealing with sensitive, complex, and confidential issues and situations in a manner that reflects positively on the organizational unit

RESPONSIBILITY:

Responsibilities include working under limited supervision following standardized practices and/or methods, providing information, and/or advising others. Utilization of some resources 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.

EXPERIENCE REQUIRED:

One (1) year of experience working with community, educational, and /or social service organizations preferably working directly with families and/or adults.

LICENSE(S) REQUIRED:

- Valid, current California Driver's License to drive a personal vehicle to meetings and trainings away from the school site.

CERTIFICATIONS AND TESTING REQUIRED:

- Pass the District's applicable proficiency exam for the job class, including bilingual proficiency exam, with a satisfactory score
- After an 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 the District's provider

WORK ENVIRONMENT / PHYSICAL DEMANDS:

(Must be performed with or without reasonable accommodations)

- Work is primarily indoors and requires sitting for extended periods
- Sitting or standing for extended periods of time
- Lift objects such as boxes containing documents weighing up to 35 pounds
- Bending at the waist, kneeling, or crouching to file materials or access equipment, carrying, pushing and/or pulling
- Dexterity of hands and fingers to operate a computer keyboard and maintain paper files and documents
- Hearing and speaking to exchange information
- Visual acuity to see/read documents and computer screen