



CLASSIFIED
Job Classification Description
Equal Employment Opportunity

MADERA UNIFIED SCHOOL DISTRICT
PERSONNEL COMMISSION
APPROVED MOTION NO. 58-2023/24
DOCUMENT NO. 46-2023/24
DATED: 01/24/24

COMMUNITY SUPPORT SPECIALIST

DEPARTMENT/SITE: Health and Wellness

SALARY SCHEDULE: Classified Bargaining Unit

SALARY RANGE: 50

WORK CALENDAR: 218 Days

REPORTS TO: Director of Health and Wellness

FLSA: Non-Exempt

PURPOSE STATEMENT:

Under the direction of the Director of Health and Wellness, the Community Support Specialist provides case management and wraparound services for at-risk students and their families. These services are intended to provide the necessary support for the student with the goal of ensuring his or her educational success. This support may include providing coordination for appropriate social services by drawing on community organizations and agencies and by assisting site personnel and district personnel with behavior problems (e.g., home problems, violence abuse, police/probation/gang affiliation/association, family dynamics, parenting challenges, and/or safety matters). Provides family, community, and gang counseling as well as in-service trainings for District staff, site staff, and community organizations. Incumbents in this classification provide the school community with supplemental resources targeted to the specific needs of an identified population which in turn directly support student learning and achievement.

DISTINGUISHING CHARACTERISTICS

Positions in this class carry a caseload of students with the highest “at risk” factors for continuing their education. This class has the responsibility for addressing a direct caseload of students with the greater complications presented by these more severe risk factors that distinguish this class from similar wraparound-services classes such as the Family Liaison for Student Services & Attendance or the Student Advocate.

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.

- Advocates for high-at-risk and gang-affiliated students and families.
- Assists families as they enroll their child in or exit their child from school.
- Assists parents in establishing contacts and making appointments for services in the community including arranging for transportation; accompanies parents when necessary.
- Compiles resources and maintains files related to services for high-at-risk and gang-affiliated or association students.
- Coordinates, establishes collaborative relationships and enhances communication between school sites, families, and community agencies.
- Develops recommendations and follow-ups with students and their families to assess and report progress.
- Identifies quickly problem areas and situations by effectively analyzing causes of problems, and takes appropriate action to resolve such issues and problems through the appropriate and effective use and application of wraparound services.
- Maintains a high level of up-to-date knowledge and expertise regarding gang issues, drugs, alcohol, and anger management.

- Maintains complete, accurate, and legible case records and other related documents according to established protocol.
- Makes contacts and establishes rapport and trust with families to determine whether additional assistance is needed.
- Facilitates classes and/or groups on topics such as substance use, social skills, anger management, and others identified by the school.
- Participates in identifying and resolving school issues and connecting families with wraparound services in order to improve student attendance, academics, social skills, and emotional stability.
- Prepares and presents progress reports on assigned cases.
- Provides support to parents in the areas of education and outside supportive resources so that their child may succeed in school.
- Releases information to outside agencies and law enforcement in accordance with, and to the extent permitted by, Health Insurance Portability Act (HIPAA), and the Family Educational Rights and Privacy Act (FERPA).
- Responds to a variety of inquiries relating to laws governing the sharing of health and education records of high-at-risk and gang-affiliated or association students.
- Serves as a communication link/case manager in using wraparound services between home and school by meeting with parents and families of students to help mediate complaints, misunderstandings, discipline issues, and sensitive gang counseling sessions; ensures confidentiality and provides referrals for community resources based on family needs.
- Uses word processing, database, and spreadsheet software applications programs in the course of assigned duties.
- 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:

- District attendance and registration policies procedures and terminology
- Modern office practices and procedures
- Basic accounting procedures
- Current applicable sections of the State Education Code and other applicable laws
- Accurate record-keeping techniques
- Operation of a computer and data entry techniques
- Telephone techniques and etiquette
- Correct English usage, grammar, spelling, punctuation, and vocabulary
- Interpersonal skills using tact, patience, and courtesy
- Current office practices, procedures, and equipment
- The legal rights or release and sharing of information in the area of education under FERPA and confidentiality when working with multiple agencies
- Use and maintenance of computerized and manual indexing, and filing systems
- Telephone techniques, proper report writing, and document construction
- Proper English usage, composition, spelling, grammar, vocabulary, and punctuation

Skills and Abilities to:

- Prepare and maintain accurate student attendance records, and submit reports for local, County, State, and other ADA purposes
- Communicate, understand, and follow both oral and written directions effectively.
- Perform timely and accurate accounting clerical work involving independent judgment and requiring speed and accuracy
- Type and enter data accurately

- Establish and maintain cooperative and effective working relationships with a diverse range of people
- Operate a variety of office equipment
- Communicate effectively, both orally and in writing
- Meet schedules and timelines
- Operate a computer terminal to enter data, maintain records and generate reports
- Learn new or updated computer systems/programs to apply to current work
- Communicate using patience and com lesy in a manner that reflects positively on the organization
- Actively participate in meeting District goals and outcomes
- Apply integrity and trust in all situations
- Learn district organization, operations, procedures, policies, objectives, and goals
- Adhere to safety practices and standards
- Operate standard office equipment including computer hardware and software
- Prepare and maintain accurate records
- Communicate effectively and work cooperatively with parents, children, certificated and classified staff members, and community and agency representatives
- Work effectively without immediate supervision
- Relate to a variety of behaviors in children and parents and establish rapport and trust with a wide variety of individuals
- Maintain accurate records and files
- Identify quickly and accurately problem areas or situations and take appropriate action to implement resolution
- Exercise tact, diplomacy, and sensitivity to changing situations and needs
- Prepare reports and correspondence
- Establish and maintain effective work relationships with those contacted in the performance of required duties

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 or agencies is often required to perform the job's functions. There is a continual opportunity to affect the organization's services.

JOB QUALIFICATIONS / REQUIREMENTS:

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

EDUCATION REQUIRED:

Bachelor's degree with a major in criminology, psychology, sociology, social work, criminal justice, or a related field from an accredited college or university is required.

EXPERIENCE REQUIRED:

Two (2) years of working with community, educational, and/or social service organizations, preferably working with "high-at-risk" and/or gang-affiliated students, parents, and or community members. Experience with strategic program planning, contract oversight, collaboration compliance, coalition development, and working with government entities and community organizations that focus on gang-related issues, LGBTQ, and/or opioid community awareness is required.

LICENSE(S) REQUIRED:

- Valid, current California Driver's License to drive a personal vehicle to various sites in the District and to community agencies, other government offices, trainings, workshops, seminars, and conferences outside of the District

CERTIFICATIONS AND TESTING REQUIRED:

- Pass the District's applicable proficiency exam for the job class 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 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
- Elevated potential for risk of harm/injury while working with students and/or families where substance abuse and/or gang-related associations are present