



CLASSIFIED
Job Class Description
Equal Employment Opportunity

MADERA UNIFIED SCHOOL DISTRICT
PERSONNEL COMMISSION
APPROVED MOTION NO. 52-2023/24
DOCUMENT NO. 43-2023/24
DATED: 12/13/2023

PARENT RESOURCE CENTER ASSISTANT-LEAD

DEPARTMENT/SITE: Student and Family
Support Services

SALARY SCHEDULE: Classified Bargaining Unit

SALARY RANGE: 30

WORK YEAR: 11 Months

REPORTS TO: Director of Community Services
and Parent Resource Centers

FLSA: Non-Exempt

PURPOSE STATEMENT:

Under the general direction of the Director of Community Services and Parent Resource Centers, the Parent Resource Center Assistant-Lead serves as a liaison to expand wraparound and referral services, coordinating with partner agencies and the two school-based health centers; coordinates programming for parent education classes at all school sites; and provides support to Parent Resource Center Assistants in planning and implementing at individual sites. 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 act in a formal lead capacity for the Parent Resource Center Assistants and thus 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, higher level interpersonal and communication skills to gain the trust and involvement of parents, and leadership skills to guide others in the work of the Parent Resource Centers and help solve problems and issues encountered by the staff in the day-to-day operation of the Centers.

ESSENTIAL FUNCTIONS, DUTIES, AND TASKS:

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

- Assists the Director of Community Services and Parent Resource Centers to identify relevant and effective educational sessions, workshops, and webinars for families, especially with the planning, preparation, and organization of the District's annual Parent Resource Center Conference.
- Attends community and partner meetings as needed.
- Conducts presentations on services and educational programs offered by Parent Resource Centers.

- Coordinates as needed any increases in the number of referrals and in the variety of services to which the Parent Resource Center Assistants can refer families of District students.
- Coordinates information and communication about training available to Parent Resource Center Assistants.
- Coordinates services with appropriate community groups.
- Coordinates the completion of special projects with Parent Resource Center Assistants.
- Maintains a Districtwide calendar that includes programming at all Parent Resource Center sites.
- May fill in at a Parent Resource Center as needed during peaks in workload or during temporary staff absences.
- 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.
- Monitors completion and accuracy of programming and call center tracking sheets.
- Monitors quality assurance processes of the District's call center.
- Prepares exhibits, posters, and public displays for presentations at meetings and events.
- Provides coordination, direction, and support to Parent Resource Center Assistants to develop parent education programming, outreach activities, and projects as assigned.
- Serves as a liaison to expand wraparound and referral services, coordinating with partner agencies, the two school-based health centers, and outside agencies that offer family assistance resources.
- 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 the 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 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 the time of application and in addition to the Knowledge, Skills, and Abilities listed above.)

EDUCATION REQUIRED:

High School Diploma and an Associate degree with an emphasis on coursework in sociology, psychology, social work, and/or community outreach. Two additional years of the required experience can substitute for the Associate degree on the basis of one year of experience for 24-semester units of coursework.

EXPERIENCE REQUIRED:

Three (3) years of progressively responsible experience working with community, educational, and/or social service organizations, including lead or supervisory experience. Experience in a school district preferred.

LICENSE(S) REQUIRED:

- Valid, current California Driver's License to drive personal vehicle to school sites and to meetings, trainings, seminars, workshops, and conferences away from the District.

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