

Madera Unified School District Classified Job Description

Community Support Specialist (CSS)

Purpose Statement

Under the direction of the Director of Student Services; 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 the Educational success of the student. The Community Support Specialist (CSS) serves as a case manager for parents and identified students and provides appropriate wraparound services in coordination with community organizations and agencies, by assisting site personnel and district personnel with behavior problems (i.e. home problems, violence abuse, police, /probation/ gang affiliation/association, family dynamics, parenting challenges, and safety matters). Provides family, community and gang counseling; in-service trainings for District staff, site staff, and community organizations.

This job reports to the Director of Student Services.

Essential Functions

- Knowledge of Family Educational Rights and Privacy Act (FERPA) to the extent of release of information to outside agencies and law enforcement.
- Serve 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, sensitive gang counseling sessions; insuring confidentiality, and providing referrals for community resources based on family needs.
- Coordinate, establish collaborative relationships, and enhance communication between school, families, and community agencies.
- Participate in identifying and resolving school issues and connecting families with wraparound services in order to improve student attendance, academics, social skills, and emotional stability.
- Maintain a high level of knowledge and expertise regarding gang issues, drugs, alcohol and anger management.
- Quickly identify problem areas and situations, effectively analyze causes of problems and take appropriate action to resolve those identified with the use of wraparound services.
- Advocate for high at-risk and gang affiliated students and families.

- Assists families as they enroll their child in, or exit their child from school.
- Provide support to parents in the area of education, and outside resources so that their child may succeed in school.
- Assist parents in establishing contacts and making appointments for services in the community, arrange transportation and accompany parents when necessary.
- Makes contacts with families to determine whether additional assistance is needed.
- Maintain complete, accurate, and legible case records and other related documents according to established protocol.
- Prepare and present progress reports on assigned cases.
- Develop recommendations and follow-ups with students and their families to assess progress.
- Respond 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.
- Compile resources and maintain files related to services for high at-risk and gang affiliated or association students.
- Effectively use word processing, database, and spreadsheet software application programs in the course of assigned duties.

Other Functions

- Perform other related duties as assigned.

Job Requirements:

Skills, Knowledge and Abilities

SKILLS Specific skilled-based competencies required to satisfactorily perform the functions of the job include: adhering to safety practices; operating standard office equipment including software; preparing and maintaining accurate records.

KNOWLEDGE : Specific knowledge-based competencies required to satisfactorily perform the functions of the job include: legal rights or release and sharing of information of students and families in the area of education, and confidentiality when working with multiple agencies; use of effective office principles, procedures, and practices including indexing, filing systems and maintenance, telephone techniques, proper report writing, document construction, and proper English usage, spelling, grammar, vocabulary, and punctuation.

ABILITY is required to communicate effectively and work cooperatively with parents, children, certificated/classified staff members, and community and agency representatives; work effectively without immediate supervision; relate to a variety of behaviors in children and parents; communicate effectively in both oral and written form; maintain accurate records and files; quickly identify problem areas or situations, evaluate problem causes, and take appropriate action to resolve problems identified; 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; and physically navigate throughout the school district and community at-large.

Oral bilingual proficiency in a second language may be required.

Responsibility

Responsibilities include: working under limited supervision following standardized practices and/or methods; providing information and/or advising others.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling; and significant fine finger dexterity. Generally the job requires 15% sitting, 70% walking, and 15% standing. The job is performed under temperature extremes and under conditions with some exposure to risk of injury and/or illness. This job is performed in a generally clean and healthy environment.

Minimum Qualifications

Experience: Two years of working with community, educational and/ or social services organizations preferably working with "high at-risk and/or gang affiliated students, parents, and or community members.

Education: (1) High School diploma or GED. Bachelors degree from an accredited college preferred.

Required Testing

Pre-employment Proficiency Test

Continuing Education Training

Continuing updates of new laws and/or attending seminars and trainings related to the targeted population.

FLSA Status: Non Exempt

Approval Date:

Salary Range: Classified Range 50

Certificates

Licenses: Possession of a valid Class C California Driver's License

Clearances

Criminal Justice
Fingerprint/Background Clearance
TB Clearance