

FRESNO COUNTY SUPERINTENDENT OF SCHOOLS

CLASSIFIED POSITION¹

JCN: 450
EXEMPT

STUDENT SERVICES SPECIALIST

BASIC FUNCTION:

Under the general direction of the Director of Foster and Homeless Youth Education Services and assigned supervisor, establish, coordinate, facilitate and maintain academic leadership, support, advocacy and service delivery for eligible students in foster care, and/or students who are identified as homeless; provide work direction, guidance and training to assigned personnel.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

- Answer routine inquiries and provide information to school districts, other agencies and organizations as needed; interpret, apply and explain complex and detailed program related information to county office personnel and external stakeholders, as assigned.
- Assist, develop and prepare a variety of correspondence and presentation materials using advanced word processing, spreadsheets and graphic design skills.
- Collaborate with county office staff and community agencies and participate in multi-disciplinary meetings; develop appropriate vocational/educational plans and services contributing to the achievement of student objectives; suggest program modifications that support progress given each student's unique learning and environmental needs.
- Compile, analyze and interpret statistics to identify trends, patterns and department needs.
- Coordinate education/academic case management and advocacy for students placed in foster care or identified as homeless.
- Coordinate supplemental student programs and activities.
- Identify academic needs of assigned students; collaborate with school districts, social services, probation and various other community agencies to establish active educational supports and services; arrange for provision of services including tutoring, counseling, transition support, mentoring, college and/or career/vocational development and independent living skills.
- Identify additional educational needs of students, including but not limited to, assist with academic achievement, reduced truancy and disciplinary issues; provide individual support in application completion, enrollment and/or other tasks in furtherance of student educational goals.
- Lead in the planning, preparation and maintenance of various narrative and statistical reports, records and files related to Foster and Homeless Youth Education Services; prepare reports and documentation as needed and required.
- Obtain and review student educational records; monitor student progress, educational and/or vocational goals and progress towards graduation requirements; assess factors, which may affect student progress; identify strategies to improve student learning and attendance.
- Organize the scheduling and manage a variety of meetings, trainings, in-services, conferences and special events, as required.
- Prepare and deliver oral presentations, as requested.
- Perform specialized activities at assigned locations in support of the department; collaborate with administrators and other personnel regarding program requirements, state and federal laws, rules and regulations.
- Prepare and maintain database and records pertaining to the students placed in and by Fresno County, school profile reports and other related documentation.

¹Unrepresented

- Provide guidance, advisement, and technical assistance to student organizations, administrators, faculty, agencies, and others on concerns and issues related to students identified as foster youth and/or homeless.
- Train and provide work direction, guidance, coaching, and oversight to assigned personnel as assigned; provide input concerning employee evaluations as requested; identify professional development needs and provide on-going support to assigned personnel.
- Attend and participate in a variety of assigned meetings, committees, conferences, in-services and/or special events with collaborative partners.
- Comply with schedules, policies, regulations, procedures, orders, and directives of the County Superintendent.
- Exhibit professionally appropriate interpersonal skills including but not limited to tact, patience, flexibility and courtesy.
- Maintain a safe work environment.
- Operate a variety of office equipment, including but not limited to a computer and assigned software applications.
- Serve as a liaison between County Superintendent and administrators, personnel, outside organizations or the public concerning assigned area.
- Serve as a technical resource concerning assigned program, function or instructional area.
- Work collaboratively and maintain effective working relationships with others in the course of work in assigned area.

OTHER DUTIES:

- Drive a vehicle to conduct work using own transportation.
- May attend weekend and/or evening events.
- Perform related duties as assigned.
- Travel within Fresno County and occasionally travel outside of Fresno County required.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Advanced data entry and processing techniques.
- Cultural and socio-economic differences and impact on families.
- Current developments and trends in the field of foster youth and students identified as homeless.
- Educational case management.
- Family Educational Rights and Privacy Act (FERPA).
- Foster care/group home system, including the placement of foster youth by Fresno County Department of Social Services and the Fresno County Juvenile Probation Department.
- General concerns, demands and problems of foster youth, students identified as homeless and their families.
- Record keeping techniques.
- Report writing techniques.
- Staff development programs and techniques.
- Proper English usage, grammar, spelling, punctuation and vocabulary in all forms of communication.
- State Education Code, local, state and federal laws, codes, regulations and requirements and county office organization, operations, policies and objectives as related to assigned activities and/or instructional area.
- Theoretical and technical aspects of field of specialty.

ABILITY TO:

- Complete all assigned duties efficiently, effectively and accurately.
- Handle routine to complex questions, complaints and problems.
- Maintain records and prepare reports.
- Manage time effectively as it pertains to assigned schedules and timelines; planning and organizing work to result in effective time management.
- Meet schedules and time lines.
- Provide work direction, guidance, coaching and oversight to assigned personnel.
- Train and provide guidance and work direction.
- Understand and resolve issues, complaints or problems independently
- Work effectively with diverse groups and individuals.
- Analyze and evaluate situations accurately and adopt an effective course of action.
- Communicate effectively both orally and in writing.
- Drive a vehicle to conduct work.
- Interpret, apply and explain rules, regulations, policies and procedures.
- Maintain consistent, reasonably regular, punctual attendance consistent with federal, state and local standards.
- Safely and successfully perform essential job functions consistent with federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Work confidentially and with discretion.
- Work independently with little direction.

EDUCATION AND EXPERIENCE:

EDUCATION:

- Bachelor's degree in criminal justice, education, psychology, social work or related field required.
- Master's degree preferred.

EXPERIENCE:

- Three years of increasingly responsible experience in a foster and/or homeless educational program.

LICENSES AND OTHER REQUIREMENTS:

- Pupil Personnel Services Credential preferred.
- Valid California driver's license; when driving for work, maintain automobile liability insurance in accordance with California Insurance Code section 11580.1 or maintain other statutorily authorized financial responsibility.
- Enrollment in the California Department of Motor Vehicles Government Employer Pull Notice Program at time of hire and throughout employment with the County Superintendent.

WORKING CONDITIONS:

ENVIRONMENT:

- Drive a vehicle to conduct work, using own transportation.
- Office and/or school facility and outdoor environment.
- Regular interruptions.
- Small and large group meetings.

PHYSICAL DEMANDS:

- Bending at the waist, kneeling or crouching; climb or balance.
- Eyesight corrected or uncorrected sufficient to read a variety of materials including but not limited to fine print.
- Hearing with or without use of hearing aid(s) sufficient to hear any conversation with others; understandable voice and speech patterns.
- Manual dexterity and coordination sufficient to operate office and/or classroom equipment.
- Sitting, standing and/or walking for extended periods of time.
- Use hands to handle and/or feel; reach with hands and arms.
- Must frequently lift, push, pull or carry up to ten (10) pounds and occasionally lift and/or move at least twenty-five (25) pounds.

The physical demands and working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of this position, subject to reasonable accommodation.

HAZARDS:

- Abusive and potentially harmful outbursts from students which may pose a threat to staff and/or students.

This position description may not be an exhaustive list of all duties, knowledge, or abilities associated with this classification, however it is intended to accurately reflect the principle job elements. Related duties, knowledge, or abilities to those expressly stated may also be required for successful performance of the position.

APPROVED:

Effective: March 16, 2015

Revised: July 21, 2020