

SANTA CLARA COUNTY OFFICE OF EDUCATION

CLASS TITLE: COORDINATOR – COMMUNITY FAMILY RESOURCE AND OUTREACH

BASIC FUNCTION:

Under the direction of a Director, provides support and coordination of community partnerships and services for Opportunity Youth Academy (OYA) and Alternative Education students and families; serves as liaison to County resources; coordinates, navigates, tracks and monitors supports for student and families; plans, implements and evaluates family engagement events and projects; prepares outreach plans for underserved population; provides service coordination and triage, collaborates with County School Links Services network, and performs related duties as assigned.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Builds and maintains strong collaborative relationships and communication with leadership, program directors, service providers, families, community agencies, and other stakeholders.

Communicates with parents or other individuals with diverse socioeconomic, ethnic, and cultural backgrounds.

Acts as a liaison to County resources by providing coordination to various programs: Behavioral Health Services Department (BHSD), Alternative Education, OYA, and community agencies/organizations to support the needs of students and their families through activities such as educational events, consultations, and coordination of resources.

Coordinates and implements the School Linked Services infrastructure for referrals and provision of case management and counseling services; serves as initial contact at OYA and Alternative Education for referrals to community services and resources among families.

Provides service planning, referrals, and monitoring for students and their families so that they are linked to the appropriate services within the school and County.

Builds and maintains relationships with children, families, and community partners.

Cultivates relationships with appropriate and reputable referral agencies and individuals to establish referral pipelines for families to receive needed services; encourages parent involvement in the education of their child and in their child's school in the K-12 system, which includes helping parents recognize and expect quality education for their child.

Implements protocols to follow up on referrals for student and family services.

Develops and maintains service inventory (e.g., services provided at school sites) to assist students and families with linkage to community resources.

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In collaboration with Principals, plans, implements, and evaluates family engagement events, workshops and projects at school that are in alignment with School Link Services goals and outcomes; family engagement plans should be based on the needs of each site, and informed by input from students, families.

Gathers and tracks services provided to students and families; develops and submits quarterly reports to administration.

Captures data, prepares, and submits reports that informs the success of various projects.

OTHER DUTIES:

Performs related duties as assigned.

KNOWLEDGE, ABILITIES AND COMPETENCIES:**KNOWLEDGE OF:**

Santa Clara County community-based organizations;
Santa Clara County resources for families;
Relevant behavioral management tools and strategies;
Computer applications: Such as, Word, Excel, PowerPoint, and Outlook;
Oral and written communication skills;
Operation of a computer and assigned software;
Interpersonal and collaboration skills including tact, patience, and courtesy;
Data collection and analysis;
Housing and Immigration pathways.

ABILITY TO:

Engage families so they may access services;
Work independently with little direction;
Maintain records and prepare reports;
Establish and maintain cooperative and effective working relationships with others;
Gather, maintain, analyze, and interpret large scale assessment and program evaluation data;
Communicate effectively in both oral and written form;
Follow and understand oral and written instructions and pay close attention to details;
Organize work, set priorities, meet deadlines, follow up on assignments and perform multiple tasks with accuracy;
Advise on the implementation and operations of programs;
Plan and organize work.

Leadership Team Competencies:

Develops and fosters effective individuals and teams.
Operationalizes the organizational vision, mission, goals, shared values, and guiding principles.
Demonstrates emotional intelligence.
Models inclusive, effective, and authentic communication.

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Applies knowledge of the intersectionality of race, equity, and inclusion.
Builds and sustains positive, trusting relationships.
Conducts SCCOE operations with the highest moral, legal, and ethical principles.

EDUCATION AND EXPERIENCE:

B.A. or B.S. Degree in social work, counseling, or health related fields and a minimum of two (2) years working with children or adolescents. Experience working in a school-based or community-based program is preferred. Experience working effectively with a multi-cultural community, and with service agencies and organizations.

LICENSES AND OTHER REQUIREMENTS

Valid Pupil Personnel Services: School Counselor Credential, Credential in School Counseling, School Welfare and Attendance, or Administrative Credential Required.
Valid License in Clinical Social Work (LCSW) license preferred.
Valid California driver's license

WORKING CONDITIONS:

ENVIRONMENT:

Office environment
Driving a vehicle to conduct work

PHYSICAL DEMANDS:

Hearing and speaking to exchange information and make presentations.
Dexterity of hands and fingers to operate a computer keyboard.
Seeing to read a variety of materials.
Sitting or standing for extended periods of time.

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Approved:

Larry Oshodi
Assistant Superintendent-Personnel Services

Date

Revised: 10/1/22 Title changed from Coordinator-Youth Mental Health and Wellness