

SANTA CLARA COUNTY OFFICE OF EDUCATION
Personnel Commission

CLASS TITLE: HOMELESS YOUTH SPECIALIST

BASIC FUNCTION:

Under the general direction of the Supervisor – Foster Youth Services, the Homeless Youth Services Specialist assesses and supports the needs of students and their families who are experiencing homelessness and ensures the delivery of mandated services to facilitate students' attendance and access to appropriate education. The Homeless Youth Specialist interprets laws relating to students experiencing homelessness; works as a team member to develop intervention strategies; provides case management and monitors student progress; makes referrals, acts as a resource to students, families and school staff and conducts related training; coordinates with key homeless service providers within a framework of standard policies and procedures. The Homeless Youth Services Specialist requires initiative, accuracy, organizational and research skills, and ability to implement strategies to support program changes and legislative updates; respond to district staff and collaborate with partners regarding program parameters and mandates when appropriate.

REPRESENTATIVE DUTIES:

ESSENTIAL/TYPICAL DUTIES

Interprets laws relating to homeless students and ensures the delivery of mandated services

Assesses students identified as homeless and makes visits to living areas/shelters to assess the family environment

Collaborates with school staff to develop interventions for students identified as homeless and develops individualized service plans, such as those that address social/emotional and academic needs

Implements case management services (including individual and group counseling); monitors student/family progress and status; and makes referrals to other professional staff members or community agencies as needed

Serves as a liaison between schools and agencies/facilities, such as homeless shelters, social services, court services, and the police department to coordinate assistance for homeless students

Provides families with information related to the needs of their children and acts as a resource to parents/guardians by providing family support activities and communicating available services

Acts as a resource to school-based administrators, guidance counselors, teachers, and health services personnel regarding homeless students, interpretation of homeless/school attendance policies and laws, and record-keeping requirements

Researches and evaluates data to assess resources for appropriateness and effectiveness and develop appropriate intervention strategies

Conducts ongoing meetings with countywide homeless liaisons for the purpose of providing support, information regarding legal updates and facilitating process development based on

identified needs

Provides training for school staff on school laws, as it relates to students experiencing homelessness; and recommends strategies for supporting the needs of these students

Problems solves and engages in conflict resolution when necessary

Maintains necessary records ensuring confidentiality of students and their families and prepares related reports

Models nondiscriminatory practices in all activities

Assists staff with internal functions and processes

Participates in department meetings and collaborative community meetings; facilitates and co-chairs committees as assigned

Operates standard office equipment including computer, calculator, fax, copier, printer, and other related peripheral equipment

Effectively uses word-processing, database, and spreadsheet software application programs in the course of assigned duties

Other duties as assigned

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

State and Federal mandates, regulations, policies and laws pertaining to students experiencing homelessness

Local resources that support students experiencing homelessness

Community demographics

Proper English, grammar, punctuation, vocabulary, and composition

Child Welfare agency and local school system infrastructures

Barriers that impact the educational success of students experiencing homelessness

PowerPoint presentation creation

Computer software, such as word processing, database, and spreadsheet applications

Conflict resolution techniques

ABILITY TO:

Interpret and apply policies, laws, rules, regulations and objectives of the County Office of Education and the specific requirements of programs/projects

Use general and specialized software applications to support program

Analyze data and effectively present in appropriate format according to audience

Apply research methods and techniques

Evaluate and compile data from multiple sources; write research reports and prepare summaries, charts and presentations

Learn the operations, procedures, policies, and requirements of the program and effectively apply them in a variety of situations with good judgment

Recommend appropriate resources and exercise critical thinking when assessing the needs of students experiencing homelessness, school districts and community partners

Communicate effectively and tactfully in both oral and written form

Coordinate, plan and develop administrative and program support functions
Prepare a variety of internal and external communications, correspondence, forms, statistics and reports of a routine or special nature with precision
Understand and carry out both oral and written instructions in an independent manner
Analyze problems, issues or situations; determine problem causes; and take appropriate action to resolve problems identified
Recommend improvements or enhancements based on data analysis or changes in legislation
Apply conflict resolution techniques during disputes or disagreements among various parties
Establish and maintain effective work relationships with program staff, COE staff and community partners, and those contacted in the course of work
Attend meetings and trainings

EDUCATION, TRAINING AND EXPERIENCE:

Generally, the required knowledge and abilities will have been acquired through any combination of education and experience equivalent to a BA in social work, psychology, education, public administration, criminal justice or related field and at least two years of experience providing advocacy, case management services and support to at-risk populations, including one year serving homeless populations. Experience must also include providing related training.

MS degree in psychology, education, public administration, criminal justice or related preferred.

LICENSES AND OTHER REQUIREMENTS:

Possession of a valid California driver's license with a driving record that meets the County Office of Education's insurance requirements.

WORKING CONDITIONS:

ENVIRONMENT:

Indoor, office environment; driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Hearing and speaking to exchange information in person and on the telephone; seeing to read fine print, prepare and proofread documents; sitting for extended periods of time; dexterity of hands and fingers to operate a computer keyboard and other office equipment; kneeling, bending at the waist, and reaching overhead, above the shoulders and horizontally, to retrieve and store files and supplies; moving and transporting program materials, lifting objects.

Approved by the Personnel Commission: August 12, 2015