

SANTA CLARA COUNTY OFFICE OF EDUCATION
Personnel Commission

CLASS TITLE: INNOVATIONS SUPPORT SPECIALIST

BASIC FUNCTION:

Under the direction of assigned administrator, answers Warm Line phone calls and emails related to resources for students with disabilities and their families as well as educators; plans and conducts trainings for staff, students, parents and others as directed; edits, designs and formats the department newsletter; composes and updates social media postings and responses; completes ASQ/ASQ-SE screenings with families; responds to program inquiries and makes appropriate referrals.

REPRESENTATIVE DUTIES:

The following duties are examples of assignments performed by incumbents in this classification. It is not a totally comprehensive list of duties, nor is it restrictive regarding job assignments.

ESSENTIAL DUTIES:

- Answers Warm Line phone calls and emails related to resources for disabilities; provides callers with information packets; conducts on-line and phone assessments for student needs; follows-up with contacts identified needs.
- Plans, develops, designs, implements, and conducts trainings for staff, students, parents, preschool and K-12 teachers and community organizations including librarians, mental health professionals and museum and community center administrators.
- Assists in the creation of and implementation of training materials related to specific topics and functions.
- Writes, solicits, edits, designs and formats the department newsletter; composes and updates social media postings and responses.
- Utilizes and creates electronic surveys as well as other methods to collect satisfaction surveys for Warm Line callers; collects, evaluates, tabulates and computes data for Warm Line improvement purposes.
- Completes ASQ/ASQ-SE screenings with families who have children under sixty-six months of age; provides families with developmental activities based on results of the ASQ/ASQ-SE and maintains files for future contact and communication.
- Responds to program inquiries and makes appropriate referrals to program content experts, coaches or other professionals in consultation with department staff.

- Assists families in making referrals to school districts or the Early Start Program; collaborates with Kid Connections and the Department of Mental Health on referrals.
- Provides teachers, students and parents with online resources, professional development resources and support services, including helping parents navigate education systems, support systems, and medical systems; creates and distributes e-packets information for families and professionals; develops materials that support children with disabilities and/or behavioral challenges in the classroom and at home.
- Provides outreach services and trainings, which includes providing information about current trends in creating spaces of belonging, to various audiences such as families, Head Start, community colleges/universities, college and university classes in early education, community organizations, and local agencies.
- Prepares and maintains a variety of reports, records and files related to assigned activities, including maintaining a database of calls and emails for reference and reports.
- Communicates and exchanges program information with administrators, personnel and outside agencies/organizations; maintains current knowledge of Special Education and education laws, codes, regulations policies and procedures including IDEA and ADA; explains and interprets laws to parents, educators, and others, as necessary.
- Attends and participates in department meetings, seminars and collaborative community conferences; facilitates and co-chairs committees as assigned.
- Operates a variety of standard office equipment including calculator, fax, copier, printer, projector, a computer and assigned software.

OTHER DUTIES:

- Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:**KNOWLEDGE OF:**

- Principles and practices of training.
- Applicable Special Education and Education laws, codes, regulations, policies and procedures including IDEA, ADA.
- County Office of Education organization, operations, regulations, policies and objectives related to position.
- Basic research procedures, methods and techniques.
- Basic methods for preparing research reports, summaries and presentations.
- K-12 school curriculum and concepts.
- Concerns of children with special needs.
- Early Childhood, Early Intervention and/or K-12 education functions and procedures related

classroom practices, referrals to community agencies, special education and early start programs.

- Community resources and social services for students with special needs, parents and families.
- Training and instructional methods and strategies.
- Social media and internet sites.
- Writing, editing and designing methods of newsletters.
- Effective methods in social media outreach.
- Oral and written communication skills.
- Interpersonal skills using tact, patience and courtesy.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Operation of a computer and assigned software.
- Record-keeping techniques and report preparation techniques.
- Modern office practices, procedures and equipment.
- Public relations techniques.

ABILITY TO:

- Learn, interpret and apply policies, laws, rules, regulations, and objectives of the County Office of Education and the specific requirements of programs/projects.
- Prepare a variety of internal and external communications, correspondence, requisitions, forms, statistics, curriculum projects, instructional materials, specifications and reports of a routine or special nature.
- Recommend improvements or enhancements based on data analysis.
- Research and organize information.
- Create tools for teachers and families to help children with special needs.
- Collect and organize data and spreadsheets.
- Provide consultation to parents, students and families.
- Maintain effective working relationships with district personnel, students, parents, outside agencies and families.
- Communicate effectively both orally and in writing.
- Establish and maintain cooperative and effective working relationships with others.
- Interpret and explain rules, regulations, policies and procedures.
- Refer families to community agencies and organizational services as appropriate.
- Collect and analyze data in a variety of settings and ways.
- Meet schedules and timelines.
- Work independently with little direction.
- Operate a variety of office equipment, a computer and assigned software.
- Maintain records and prepare reports.
- Maintain current knowledge of program rules, regulations, requirements, and restrictions.
- Resolve problems with tact and proficiency.

EDUCATION AND EXPERIENCE:

Any combination equivalent to:

- Bachelor's degree in early childhood, Early Intervention, Education, Counseling, Psychology, or a related field, and
- two years of customer service and three years working with families who have children with disabilities and/or behavioral challenges.

MAY REQUIRE:

- Fluency in English and a second language (Spanish or Vietnamese) as specified by the Santa Clara County Office of Education.

LICENSES AND OTHER REQUIREMENTS:

- Valid California Class C driver's license.

WORKING CONDITIONS:**ENVIRONMENT:**

- Office work environment.
- Driving a vehicle to conduct work and may perform visits.

PHYSICAL DEMANDS:

- Dexterity of hands and fingers to operate a computer keyboard.
- Seeing to read a variety of materials.
- Hearing and speaking to exchange information.
- Bending at the waist, kneeling or crouching.
- Reaching overhead, above the shoulders and horizontally.
- Sitting or standing for extended periods of time.
- Lifting, carrying, pushing and pulling objects as assigned by the position.

HAZARDS:**Disaster Service Worker**

It is hereby declared that the protection of the health and safety and preservation of the lives and property of the people of the state from the effects of natural, manmade, or war-caused emergencies which result in conditions of disaster or in extreme peril to life, property, and resources is of paramount state importance requiring the responsible efforts of public and private agencies and individual citizens. In furtherance of the exercise of the police power of the state in protection of its citizens and resources, all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law. *Ca. Gov. Code § 3100*

Approved by Personnel Commission: December 14, 2016

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Marisa Perry

Director III – HR / Classified Personnel Services

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