

SANTA CLARA COUNTY OFFICE OF EDUCATION
Personnel Commission

CLASS TITLE: NAVIGATOR – OPPORTUNITY YOUTH ACADEMY

BASIC FUNCTION:

Under the direction of the Opportunity Youth Academy Administrator, the Navigator, facilitates school re-engagement of students ages 16-24, who have not completed a high school credential and have been absent from school for prolonged periods of time. The Navigator is responsible for conducting intakes and assessing students' reasons for absences and working with students and parents/guardians to develop a plan and strategy for re-enrolling students in school. The Navigator builds positive and productive relationships with students and leverages those relationships to monitor and implement interventions as needed to ensure academic success.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Develop a supportive and trusting relationship with at-risk students and identify the specific issues impacting student engagement in school and academic performance.

Work with students to establish academic and career goals and develop life plans using tools such as My Action Plan (MAP).

Work with Community Liaison, school counselor, social service workers and community partners to develop personalized service plans to address social/emotional issues impacting performance.

Monitor student academic progress, attendance, and behavior and provide personalized interventions, such as those related to lack of childcare and transportation issues, as needed to keep the student on-track for graduation.

Facilitate events and workshops for character building and career exploration

Maintain accurate records of student progress and submit monthly student activity logs and required documentation.

Conduct home visits and provide support to families in acquiring needed services to ensure student success.

Follow-up to ensure youth are taking action on service referrals.

Participate in re-engagement center client meetings/appointments as needed.

Inform parents(s)/guardians(s) of students' progress.

Responsible for conducting monitoring visits and developing intervention plans.

Assist with situations that affect students for the purpose of facilitating student attendance.

Problem solve with students on issues of attendance, transportation, childcare, etc.

Use basic mathematical calculations to assist students in areas such as understanding high school credit status, graduation date projections and managing a household budget.

OTHER DUTIES:

Performs other related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Business telephone etiquette

Office application software

Safety practices and procedures

Demographics of the community

Individual Learning Plans (ILP)

Legal issues regarding habitually truant students as it pertains to homeless and foster youth

Education code and Federal and State regulations

Community and governmental resources, educational programs, a variety of community resources and social networks

Problem needs and behavior patterns of at-risk students and disadvantaged groups

Principles and practices of confidentiality

ABILITY TO:

Develop strong, empathic relationships with students and their families

Recognize and value diversity and be culturally responsive to the population served

Work with minimal supervision outside of formalized, central office setting

Ability to maintain detailed records of student outcomes and activities

Evaluate and develop intervention strategies to meet the social service needs of at-risk students and coordinate efforts of various social service agencies and community organizations

Effectively organize and prioritize work assignments

Conduct home visits and community outreach

Effectively communicate orally and in writing

Understand multiple step instructions

Read, interpret and explain written procedures

Use proper spelling and grammar

Perform basic math, including calculations using fractions, percent, and/or ratios

Perform work using assigned equipment and software programs, such as those included in the Microsoft Office suite.

EDUCATION AND EXPERIENCE:

Generally, the required knowledge and abilities will have been acquired through any combination of education and experience equivalent to a Bachelor's degree in counseling

psychology, social work or closely related field and three years of experience in educational service, community based resources or human relations.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license is required.

Driving record which meets the County Office of Education's insurance requirements

WORKING CONDITIONS:

Work flexible hours to meet needs of families and attend evening meetings

ENVIRONMENT:

This job is performed generally in an office setting and in the homes of the population served.

Minimal temperature variations.

Generally hazard free environment.

Clean atmosphere.

PHYSICAL DEMANDS:

Sitting, walking and standing

Occasional lifting, carrying, pushing and/or pulling

Climbing and balancing

Stooping, kneeling, crouching and/or crawling

Reaching, handling

Use hands and fingers to operate a desktop computer or other office equipment

Speak clearly and distinctly to answer telephones and provide information

See to read fine print

Hear and understand voices over telephone and in person

Approved by Personnel Commission: June 10, 2015



Norma Gonzales
Director-Classified Personnel Services

6/10/15

Date