

**SANTA CLARA COUNTY OFFICE OF EDUCATION**  
**Personnel Commission**

**CLASS TITLE: COMMUNITY LIAISON SPECIALIST – OPPORTUNITY YOUTH ACADEMY**

**BASIC FUNCTION:**

Under the general direction of the Opportunity Youth Academy (OYA) Administrator, facilitates the re-engagement of students ages 16-24, who have not yet completed a high school credential. The Community Liaison Specialist is responsible for liaising between the OYA program and various agencies and researching and evaluating data to effectively conduct outreach to targeted students. The Community Liaison Specialist is responsible for locating recent dropouts from comprehensive districts, providing information and/or referrals of community resources to target population and performing other job related duties as assigned for program students to ensure successful high school completion and transition to college and career.

**REPRESENTATIVE DUTIES:**

**ESSENTIAL DUTIES:**

Acts as a liaison between the OYA program and various agencies, such as school districts, community colleges, social services, probation, community based organizations (CBO), etc., for the purposes of recruitment, referral, registration, connection with student service entities and follow-up.

Collaborates with guidance counselors, community resource programs, social workers, etc., for the purpose of enhancing communication regarding resources to targeted students and parents.

Communicates with parents and students for the purpose of conveying information regarding the array of services available to facilitate the reentry of students into the educational system.

Participates in staff meetings and in school activities for the purpose of enhancing program participation and building the resource base for student/parent participants.

Researches and evaluates data to effectively conduct outreach to targeted students such as those with chronic truancy, dropout/potential dropout, and expulsion issues; makes personal contact (e.g. home visits, phone, email, etc.) with students and parents/guardians for the purpose of arranging meetings, determining reasons for dropping out of the educational system and/or removing barriers to reentry.

Confers with teachers, parents and/or appropriate community agency personnel for the purpose of assisting in the evaluation of students' progress and/or implementing students' Individual Learning Plans (ILP).

Participates in various meetings (e.g., with community based agencies and school officials) for the purpose of receiving and/or providing information.

Assists other staff as may be required for the purpose of supporting them in the completion of their work activities, such as those related to transitioning students to other staff and providing outside resources of community connections.

Maintains records (e.g. individual case notes, files, contact log, database, etc.) of students served for the purpose of keeping accurate records and documenting program operations.

Uses knowledge of Trauma Informed Strategies to support dis-engaged youth.

Achieves program enrollment goals.

Performs other duties as assigned.

## **KNOWLEDGE AND ABILITIES:**

### **KNOWLEDGE OF:**

Legal issues regarding habitually truant students as pertained to homeless, foster youth, education code, and community and governmental regulations

Trauma Informed Strategies

Educational programs, community resources and social networks

Individual Learning Plans (ILP)

Demographics of the community

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

Principles and practices of confidentiality

### **ABILITY TO:**

Evaluate and develop intervention strategies and coordinate efforts of various social service agencies and community organizations to re-engage students to complete their high school education and transition to college and career

Interpret written procedures

Multi-task and prioritize work

Understand multiple step instructions

Business telephone etiquette

Office application software

Follow appropriate safety practices and procedures

Schedule multiple activities, meetings and/or events

Gather, collate, and/or classify data

Prepare and maintain accurate confidential records and referrals

Effectively work with others in a wide variety of circumstances

Analyze data using defined and designated processes

Operate standard office equipment using standard methods of operation and pertinent software applications

Work with individuals and/or groups with diverse backgrounds

Problem solve to identify and analyze issues; create plan of actions to reach solutions

Establish and maintain cooperative working relationships with students, parents, mentors, community based agencies and school officials

Identify, seek and establish contact with a variety of community resources

Keep confidential records and reports

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

Learn new technologies and methods as the need arises to maintain effectiveness and efficiency in work tasks

Effectively communicate orally and in writing and with diverse individuals and groups  
Effectively communicate orally and in writing in Spanish highly desirable.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: bachelor's degree from an accredited college or university with major course work in accounting, business administration or a related field and three years of experience related to educational service, community based resources, or human relations; specifically, experience related to liaising, conducting outreach and researching and evaluating data for a program that caters to at-risk youth.

**LICENSES AND OTHER REQUIREMENTS:**

Valid California C driver's license is required.  
A 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, at schools and in the community  
Minimal temperature variation  
Generally hazard free environment  
Clean atmosphere

**PHYSICAL DEMANDS:**

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