

East Side Union High School District

Job Title: Student Services Specialist

Description overview:

Performs a variety of technical and complex administrative support duties associated with, but not limited to, discipline, foster and homeless students, truancy and chronic absenteeism, 504 Plans, Home/Hospital Instruction, supports/services and community based organizations.

Description of basic functions and responsibilities

Under limited supervision, this position typically performs normal to highly complex administrative support activities. This position is expected to apply a working knowledge to resolve situations which are usually routine but can also be complex and unique. This position exercises some independent judgment in routine administrative matters, preparing reports, legal notices, and correspondence, addressing complaints from the public or employees and other matters of similar complexity. This position assures that due process is followed according to the Education Code and District policies and procedures. Prepares highly sensitive documents and work which involves handling private/confidential information. This position requires working knowledge of laws, policies, regulations, procedures and supports for discipline, foster and homeless students, truancy and chronic absenteeism, 504 plans, Home/Hospital instruction, and community based organizations.

Supervisor: Director of Student Services

Typical duties:

Duties may include but are not limited to the following:

Provide specialized, technical support to sites within the framework of laws, policies, regulations and procedures surrounding foster youth, homeless youth, juvenile justice involved youth, attendance, suspensions, expulsions, home instruction, 504 plans and other sensitive responsibilities under Student Services

Work independently, including the ability to interpret and apply pertinent laws, policies regulations, and procedures, and to make independent judgment calls when presented with different scenarios.

Responsible for accessing and maintaining databases and files that contain highly confidential and sensitive information obtained from within and outside of the district, and ensuring such information is handled with discretion, and disseminated only to staff with a legitimate interest/legal right to know.

Receive, review and verify applications to determine qualification of supports and safeguards as prescribed by law.

Serve as a liaison to sites, as well as to outside governmental and community agencies, around matters involving foster youth, homeless youth, juvenile justice involved youth, attendance, suspensions, expulsions, home instruction, 504 plans and other sensitive responsibilities under Student Services.

Screen incoming telephone calls and walk-ins, evaluating the relative importance of each issue and independently resolving routine matters or refer to others when necessary.

Perform special projects as assigned. Conduct research of business transactions, official proceedings, employee and student records, industry statistics and trends, site and districtwide data, etc., to compile reports for administration or to regulatory or governing agencies.

Receive, handle and store highly confidential information pertaining to the District or assigned department and maintains confidentiality

Work in cooperation with other public agencies such as the District Attorney, Public Defender, Probation Department, Police and Sheriff's Departments, Health and Human Resources, County Office of Education, and community based organizations.

Receive and process referrals for student expulsions, as well as involuntary and administrative transfers, and answer questions regarding the processes.

Work in coordination with the Director and Coordinator in matters regarding student re-entry from expulsion and student behavior hearings.

Assist in the collection of analytical data, maintain reports, and make assessments in regards to all truancy, dropout, and behavioral prevention programs.

Maintain the monthly accounting of student suspensions, expulsions, involuntary and administrative transfers, students referred to Truancy Mediation, Student Attendance Review Board, site Attendance Review Conferences, and other relevant departmental statistics.

Collect monthly supplemental payroll for Student Services support positions

Prepare consultant service agreements and memorandums of understanding;

Contacts other departments to obtain information and documents, as needed

Work in conjunction with sites and community organizations to meet the various needs of students (i.e., truants, chronic absentees, foster and homeless students, students in crisis, pregnant/parenting students, etc.).

Provide training and support to school site personnel on attendance matters, department processes, laws and district responsibilities regarding foster and homeless youth, and district supports and services.

Perform other duties as required to accomplish the objectives of the position.

Employment Standards

Knowledge and Skills: Requires a thorough knowledge of office practices, procedures and equipment, including filing systems, receptionist and telephone techniques and letter and report writing. Requires a working knowledge of those activities associated with statistical record keeping, bookkeeping and accounting, budget and payroll processing, and confidential record keeping. Requires thorough knowledge of proper English usage, grammar, spelling, punctuation and basic mathematical skills. Requires a working knowledge of personal computer based software programs that support this level of work, including but not limited to, word processing, spreadsheets, presentations, graphics and data entry.

Abilities: Requires the ability to independently perform all of the duties of the position efficiently and effectively. Must be able to perform complex office and secretarial work with speed and accuracy. Must be able to learn, interpret, explain and apply knowledge of District and department organization, operations, programs, functions and special department terminology. Requires the ability to support staff in a manner that encourages high morale and efficiency, as well as to plan, organize and prioritize work in order to meet schedules and timelines. Requires the ability to analyze situations and accurately adopt an effective course of action. May require the ability to set up meetings at remote sites, including the transport and setup of materials and supplies. Requires the ability to communicate with students, staff, parents and the public using patience and courtesy, and in a manner that reflects positively on the department and District. Must be able to work well independently and as part of a team. Requires demonstrated ability to enter data onto standardized formats using computerized data base programs by using basic keyboarding or 10-key skills.

Physical Abilities: Position involves standing, walking, stooping, and occasional carrying and lifting of lightweight materials (up to 20 pounds). May be required to sit for extended periods of time. Requires visual acuity and depth perception to recognize words and numbers; and hand and finger dexterity and hand/eye coordination to use a computer keyboard and common office equipment. Requires speaking and hearing ability sufficient to hear over a phone and carry on conversations.

Essential Duties:

Ability to perform mathematical calculations accurately

Ability to establish and maintain efficient record keeping/filing systems and prepare reports as directed

Ability to prioritize activities and coordinate work flow to meet established timelines

Ability to analyze situations and take appropriate action regarding routine procedural matters without immediate supervision

Ability to communicate effectively in both oral and written forms

Ability to maintain effective work relationships with those contacted in the performance of required duties

Typing a minimum of 40 words per minute

Minimum Qualifications:

AA degree in related field and two (2) years of responsible secretarial and clerical experience involving public contact OR three (3) years of responsible secretarial and clerical experience involving public contact

Possession of a valid California Driver License and a driving record satisfactory to the District's insurance company

Physical Demands and Working Conditions:

1. **Seldom = Less than 25%**
 2. **Occasional – 26%-50%**
 3. **Often = 51%-75%**
 4. **Frequent – above 76%**
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- a. Ability to work at a desk, conference table or in meetings of various configurations [4]
 - b. Ability to stand for extended periods of time [2]
 - c. Ability to see for the purpose of reading laws and codes, rules and polices and other printed matter [4]
 - d. Ability to hear and understand speech at normal level [4]
 - e. Ability to communicate so that others will be able to clearly understand normal conversation [4]
 - f. Ability to bend and twist, sit, stoop, kneel, push, and pull. [4]
 - g. Ability to lift 5-20 lbs. [1]
 - h. Ability to carry 5-20 lbs. [1]
 - i. Ability to operate office equipment [4]
 - j. Ability to reach in all directions [4]

Reasonable Accommodation:

The District will comply with all legal requirements relating to reasonable accommodation for employees and job applicants.

Approved: 06/22/2017