

## Sonoma County Office of Education – Job Description

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**Classified**

### **FOSTER YOUTH SERVICES ATTENDANCE AND OUTREACH SPECIALIST**

#### **Definition:**

To improve student attendance at school and prevent or solve student problems involving home, the school and the community.

#### **Distinguishing Characteristics:**

Incumbent receives directions from Foster Youth Services Coordinator as to school site assignment and caseload. Incumbent uses judgement and initiative in establishing communication with school site staff for the purpose of coordinating the collection of educational progress data for foster youth. Contact with others primarily includes Sonoma County Office of Education staff, school site staff and students.

#### **Supervision Exercised and Received:**

Supervision is provided by Sonoma County Office of Education Foster Youth Services Coordinator.

#### **Example of Duties and Responsibilities:**

*Duties and Responsibilities may include, but are not limited to, the following:*

- Provide support to assigned schools and school districts in monitoring the school attendance of identified foster youth.
- Facilitate communication between the Foster Youth Services Coordinating Program, schools, caregivers, parents, education rights holders, group homes, placing agencies and others around issues related to school attendance.
- Compile and maintain data related to enrollment, attendance, grades and special education information.
- Enter and update student attendance and progress in the Foster Focus data system.
- Distribute school supplies to school sites and individual foster youth, as needed.

#### **Employment Standards:**

##### ***Knowledge of:***

- Operating characteristics of common office equipment, including personal computers and office productivity software, copiers, facsimile machines, etc.
- Department of Labor rules and regulations.
- Safe work practices.
- Proper English grammar, spelling and punctuation, sufficient to prepare routine correspondence and documentation.
- Foster Youth education legislation.

- Sufficient communication skills to greet and work cooperatively with co-workers and convey a positive service-oriented image of the department.

***Ability to:***

- Respond promptly to requests of internal and external clients, provide them with needed information, assistance, training, materials and resources.
- Communicate effectively in both oral and written forms; use standard English.
- Establish and maintain cooperative working relationships with those contacted during performance of job duties.
- Develop rapport with students, being fair, consistent and respectful.
- Use computer skills to operate standard office computer terminal, printers, and software such as a spreadsheet, word processing, email, search engines, calendar software, student database software, and other programs in order to use these tools to maintain records and prepare general and specialized reports and correspondence.
- Perform competently and demonstrate skill and knowledge in the area of responsibility.
- Take appropriate action in emergency situations; follow procedures in a calm, responsible manner.
- Maintain confidential and sensitive information.
- Maintain an orderly work environment and perform tasks in a prescribed and safe manner.
- Plan, organize, and prioritize own work to meet deadlines and accomplish assigned tasks within established timelines including maintaining accurate records and files.
- Administer basic First Aid and CPR.
- Maintain and improve professional skills and knowledge in the areas of foster youth education.
- Be flexible and receptive to change.
- Understand and apply principles, techniques and procedures required for effective job performance.
- Maintain a positive attitude towards students.

***Computer Skills:***

- Basic word processing skills, such as the ability to format, save files for cross-platform use and in different versions, work with toolbars, menus, and rulers, insert graphics, use borders and print labels and envelopes.
- Basic database skills, such as the ability to sort and retrieve records; create layouts, reports, create and print mailing labels; perform mail merge for form letters; add, edit, delete fields and records.
- Basic spreadsheet skills, including the ability to open, modify, save, and print a new or existing spreadsheet, and enter text and numbers.
- Basic email skills, including the ability to send and open a file attachment.
- Basic Internet usage including the ability to use internet search engines to view web pages, bookmark a site, download a file; print out web pages, copy text, edit bookmarks, print web pages, create hyperlinks and observe copyright regulations.

**Education and Experience:**

*Any combination of education and experience that would provide the knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

***Education:***

- Formal or informal education or training which ensures the ability to read and write at the level necessary for successful job performance.

**Experience:**

- Previous work experience in student support or an area related to kindergarten-12th grade education.
- Previous work experience in types of occupations in entry-level work which students typically obtain.

**Physical Abilities:**

*The physical abilities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

- Positions in this classification work indoors and sit for long periods of time.
- The position requires daily oral communication in person and on the telephone and frequent written communication.
- Requires speaking and hearing ability sufficient to hear over the phone and carry on routine conversations.
- The work involves operating a computer, calculator, copier and other equipment and involves repetitive arm and hand movement.
- Requires hand-eye-arm and finger dexterity to use a personal computer keyboard, ten-key and other common office equipment.
- Entering data by touch requires the ability to hear computer alarms for errors.
- Forms and copies are color coded, requiring the ability to distinguish among colors.
- Lifting twenty (20) pounds on an occasional basis and in excess of twenty (20) pounds with assistance.
- Requires visual acuity sufficient to recognize people, words and numbers.

**Work environment:**

- Work is performed in an office environment with minimal exposure to health and safety considerations.

**Other Requirements:**

- Must be fingerprinted and satisfactory Department of Justice and Federal Bureau of Investigation records checks must be received by Sonoma County Office of Education, prior to employment.
- TB testing will be required upon employment.
- Must pass a pre-employment physical (if applicable).
- Visual acuity sufficient to read manuals, video display screens, and other related material and work at a computer screen frequently and throughout the day.
- May be required to obtain first aid and CPR certificates within the first 6-12 months of employment.
- May be required to drive with or without students; some positions may require a current California driver license, proof of insurance and possible participation in the DMV Pull Notice Program once employed.

**Other:**

- Revised: February 22, 2016
- FLSA Status: Non-Exempt
- Bargaining Unit: SEIU
- Approved by: Personnel Commission