

STUDENT AND FAMILY RESOURCES COORDINATOR

DEFINITION

Coordinates and supervises staff performing case management and resource and referral services within a Healthy Start Program, school-based health clinic, Wellness Center and Wellness Network, or similar student and family support services program.

TYPICAL DUTIES

Supervises Student and Family Resources Navigators and other assigned staff who interact with and refer families to school and community-based services such as a medical, mental health, vision or dental, or other student support services.

Schedules appointments, assists with transportation, and conducts post-appointment follow-up.

Assists and participates in case management activities involving the application process for health care services and different health insurance coverages.

Connects service partners to schools in order to provide various support services to students such as mentoring, tutoring, or violence prevention programs.

Coordinates, schedules, and attends meetings that include school administrators, collaborative partners, representatives from community service organizations, educational institutions, health care partners, and District staff to discuss and review the quality of services, current school and student needs, and modifications to annual key performance indicators.

Participates in the development and implementation of program directives such as outreach and enrollment, low and no-cost health insurance programs including those offered by Covered California; and establishes collaborative relationships with internal and external partners to enhance program opportunities.

Develops and cultivates collaborative relationships with a variety of District staff, community, City, and County partners.

Assists in the recruitment of volunteers.

Works with District staff or service partner to develop, organize, promote, and implement public relation events such as awareness of health and student support service programs, activities, and services in communities.

Monitors, collects, compiles, and analyzes program data; generates reports; and adjusts uniform performance measures and key performance indicators as needed.

Provides technical support to Student and Family Resources Navigators for case management software applications.

Maintains communication among school sites, District and program administrators, collaborative partners, and other health and student support service programs.

Maintains confidential records and files in accordance with applicable laws and grant requirements.

Assists program administration in seeking outside funding to sustain program resources.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

A Student and Family Resources Coordinator manages the day-to-day operation of services within a Healthy Start Program, school-based health clinic, Wellness Center, Wellness Network, or similar ~~a~~ student and family support service program; and supervises Student and Family Resources Navigator.

A Student and Family Resource Navigator performs case management services within a local school-based health clinic, Wellness Center, Wellness Network or student support service program; conducts locally driven outreach and enrollment efforts for Medi-Cal and Healthy Families; and may coordinate the overall support program at some school sites.

SUPERVISION

General supervision is received from school administrator. Technical supervision is received from the District Coordinator, Healthy Start and Wellness Programs or other certificated administrator within the Division of Student Health and Human Services. Supervision is exercised over Student and Family Resources Navigator and employees in support classes.

CLASS QUALIFICATIONS

Knowledge of:

- Program development and improvement techniques such as Total Quality Management (TQM) and Key Performance Indicators (K.P.I)
- Protection of Personally Identifiable Information (PII), Health Insurance Portability and Accountability Act (HIPPA), and Family Educational Rights and Privacy Act (FERPA)
- Issues related to families of diverse socio-economic and cultural backgrounds such as foster youth and English Language Learner students
- Youth service agencies and services including medical, mental health, vision or dental, academic, and student basic needs
- Program referral procedures and processes
- Design and create promotional material such as brochures, flyers, and announcements
- Supervisory and mentoring techniques
- Strategic marketing techniques
- Organization of the Los Angeles Unified School District
- Filing and other information-storage systems
- Principles and practices of case management
- Microsoft Windows operating systems and Office Suite programs

Ability to:

- Make presentations to multi-ethnic; and multi-cultural groups of students, parents, and collaborative partners
- Support parent engagement and empowerment in a school community and facilitate interdisciplinary team support
- Plan, organize, track, and coordinate work to meet deadlines
- Plan, supervise, and evaluate the performance of assigned personnel
- Establish and maintain positive interpersonal relationships with others
- Communicate effectively both orally and in writing
- Communicate effectively with agencies and institutions which provide social, psychological, and medical services
- Exercise tact and judgment in contacts with administrators, co-workers, employees, and others
- Prepare and present clear, concise, and accurate reports
- Operate a personal computer and associated peripheral equipment

ENTRANCE QUALIFICATIONS

Education:

Graduation from a recognized college or university with a bachelor's degree preferably in human services, social work, child development, community health, health services, or a closely related field. Additional qualifying experience may be substituted on a year-for-year basis for the required education provided that evidence of graduation from high school or equivalent educational proficiency is met.

Experience:

Two years of experience providing referral and case management services within a Healthy Start Program, school-based health clinic, wellness center or network. Experience as a Certified Enrollment Counselor is preferred.

Special:

A valid driver's license to legally operate a motor vehicle in the State of California and the use of a motor vehicle, or the ability to utilize an alternative method of transportation.

The class description is not a complete statement of essential functions, responsibilities, or requirements. Entrance requirements are representative of the minimum level of knowledge, skill, and /or abilities. To the extent permitted by relevant law, management retains the discretion to add or change typical duties of a position at any time, as long as such addition or change is reasonably related to existing duties.

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