

STUDENT AND FAMILY RESOURCES NAVIGATOR

DEFINITION

Provides referral and case management services within a Healthy Start Program, school-based health clinic, Wellness Center and Wellness Network, or similar student and family support programs.

TYPICAL DUTIES

- Provides outreach and enrollment services for low and no-cost health insurance programs such as Medi-Cal, and Covered California; and provides parents, students, and staff with resource information on and referrals to academic, medical, health education, mental health, and other support services.
- Conducts intake and follow-up meetings with identified clients such as foster youth, children from families with low-income, and families whose language may act as a barrier to accessing school and community resources and services.
- Develops, coordinates, and manages the overall case management plan of care for a client with student parent or guardian support.
- Refers students and/or family members to community services such as a medical, vision, or dental clinic, mental health, or other services designed to meet specific social/emotional, academic or health needs; and arranges for appointments and transportation for a student or student's family members to a service provider.
- Assists or leads the organization and implementation of local Healthy Start Program or other collaborative meetings such as school site Student Success Teams (SST), Student Support and Progress Team (SSPT), Coordination of Services Team (COST), or other program related partner meetings.
- Builds collaborative partnerships between District programs and social service programs available within the District perimeters.
- Creates and maintains lists of resources within a geographical area in the District.
- Attends meetings that include school administrators, providers from community-based partner organizations, health care providers, and other District staff to discuss and review the quality of services, trends, projections, and changes within the client populations for a health and student support service programs.
- Collects, maintains, and compiles program case management data such as service delivery and health insurance enrollment information.
- Participates in the development and implementation of uniform performance measures.
- Facilitates communication among school sites, community resources, collaborative members, and parents.
- Maintains confidential records and files in accordance with laws and grant requirements.
- Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

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 may coordinate the overall support program at some school sites.

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 student and family support service program and supervises Student and Family Resources Navigator.

A Health Care Advocate assists District staff and parents in solving problems among schools, parents, and other health care and public agencies regarding enrollment, disenrollment, and continuity barriers, and interprets State health care guidelines to parents about qualifications for and enrollment in Medi-Cal, Healthy Families, and other health care benefits.

SUPERVISION

General supervision is received from a Student and Family Resources Coordinator or other certificated administrator. Work direction may be exercised over employees in support classes.

CLASS QUALIFICATIONS

Knowledge of:

- Issues related to families of diverse socio-economic and cultural backgrounds such as foster care youth and English Language Learners
- Protection of Personally Identifiable Information (PII), Health Insurance Portability and Accountability Act (HIPPA), and Family Educational Rights and Privacy Act (FERPA)
- Processes used in needs assessment
- Youth service agencies and services including medical, vision or dental, academic, mental health, and basic needs
- Electronic and web-based case management processes and systems
- Organization of the Los Angeles Unified School District
- Filing and storing confidential and other information using computer and hardcopy storage systems
- Microsoft Windows operating systems and Office Suite programs

Ability to:

- Plan and organize work to meet deadlines
- Deliver presentations to multi-ethnic and multi-cultural student and parent groups and collaborative partners
- Support parent engagement and empowerment in a school community, and facilitate interdisciplinary team support
- Communicate effectively with other public agencies and institutions which provide social, psychological, and medical services
- Establish and maintain positive interpersonal relationships with others
- Communicate effectively, tactfully, and persuasively both orally and in writing
- Exercise discretion in the dissemination of information
- Exercise tact and judgment in contacts with administrators, co-workers, employees, and others
- Prepare and submit timely, complete, accurate, and concise reports
- Operate a personal computer and associated peripheral equipment

ENTRANCE QUALIFICATIONS

Education:

Graduation from a recognized college or university with a 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 in a social service agency, foundation, or school district working with parents and community agencies providing social services. 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 private transportation, 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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