

STUDENT AND FAMILY RESOURCE AMBASSADOR

DEFINITION

Provides support and assistance to families by offering information regarding available resources and services from Los Angeles Unified School District and the community.

TYPICAL DUTIES

Provides information to families regarding available community resources and services.
Assists families in establishing contacts and making appointments for services in the community and appropriate supportive agencies.
Assists in scheduling appointments and offering transportation resources to service providers.
Contacts families to encourage participation and assists in arranging and coordinating school and community activities.
Assists Student and Family Resource Navigators, Student and Family Resource Coordinators, and other School Health and Human Services (SHHS) staff with outreach and enrollment efforts in various support programs.
Assists with clerical duties such as collecting and compiling program information including case management data, data entry, and generating reports.
Assists in maintaining 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 Ambassador assists in providing information and resources regarding various social service resources in the community.

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.

A Student Support Services Program Coordinator manages the day-to-day operation of a school-based health and student support service program and supervise Student and Family Resource Navigators.

SUPERVISION

General supervision is received from a certificated administrator or a designated supervisor. No supervision is exercised.

CLASS QUALIFICATIONS

Knowledge of:

Needs, problems, strengths, assets, and resources of students and families of diverse socio-economic, linguistic, and cultural backgrounds
Community organizations, programs, services, and resources in the areas such as health, mental health, social services, recreation, housing, education, and employment

Ability to:

Communicate and work effectively with students, families, LAUSD staff, agency and community representatives, and the public
Keep information pertaining to students and families confidential based on Health Insurance Portability and Accountability Act (HIPAA) and Family Educational Rights and Privacy Act (FERPA)
Gather and compile information
Use a computer to input, edit, extract, and format data and information

ENTRANCE QUALIFICATIONS

Education:

Graduation from high school or evidence of equivalent educational proficiency, preferably supplemented by high school or college courses in child development, community development, sociology, or courses offered through the LAUSD Career Technical Education (CTE) pathways such as Education, Child Development and Family Services (ECDFS) or other related pathways.

Experience:

Three months of paid experience or verifiable volunteer experience in assisting families in social service activities or in agencies or programs serving children and families, or participation in student advisory boards or related groups or networks is preferable.

SPECIAL NOTE:

Willingness to work flexible hours as needed.
Fluency in a non-English language may be required for some positions.

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.

New Class
02-17-22
KG/RGK