

STUDENT SUPPORT REPRESENTATIVE II

CL: 21

DEFINITION

Under the direction of the Director of Student Services, provide guidance, support, prevention education and assistance to students and parents to assist with resolving a variety of student issues and problems to enhance student success in school; serve as an informational resource and provide referral services to meet the needs of students.

DUTIES

Provide guidance, support, prevention education and assistance to students and parents to enhance student success in school and assist with resolving a variety of student issues, conflicts and problems related to alcohol, tobacco, drug use, truancy, behavior, grades, family and various other areas. Provide training and information to students, staff and parents concerning student issues, conflicts and problems; respond to inquiries and provide information concerning related programs, resources, standards, practices, techniques, policies and procedures; present information as needed. Interview and assess students in the identification of needs, issues and problems; develop strategies, goals and objectives for resolving student issues and problems; refer students and parents to community resources for information and assistance according to identified student needs. Assist students by answering questions and providing emotional support, friendly attitude and general guidance; provide information and assistance to students to discourage use of alcohol, drugs and tobacco as directed. Monitor, assess and adjust services and activities in response to student progress; follow up on referrals to assure student needs are being met. Compile, prepare and distribute a variety of informational materials concerning student issues, conflicts and problems related to alcohol, tobacco, drug use, truancy, behavior, grades and family. Coordinate, facilitate and attend support groups for identified students, families and staff as directed; attend and participate in various meetings as assigned; coordinate and attend a variety of special events related to assigned activities. Prepare and maintain a variety of records and reports related to students and assigned activities; prepare and process a variety of paperwork related to MediCal and time accounting. Operate a variety of office equipment including a copier, fax machine, laminator, computer and assigned software; utilize audio-visual equipment; drive a vehicle to conduct work. Provide intervention services to mediate conflicts between students, staff, faculty, parents and others. Perform related duties as assigned.

MINIMUM QUALIFICATIONS

- KNOWLEDGE:** General practices, procedures and techniques involved in resolving student issues, conflicts and problems related to alcohol, tobacco, drug use, truancy, behavior, grades and family. Principles, practices and procedures of prevention education and referral programs. Interviewing and advisement techniques. Community resources, services and programs serving at-risk students. Diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of students. Problems and concerns of at-risk students. Interpersonal skills using tact, patience and courtesy. Operation of a computer and assigned software. Oral and written communication skills. Modern office practices, procedures and equipment. Record-keeping and report preparation techniques. Basic public relations techniques.
- ABILITY:** Provide guidance, support, prevention education and assistance to students and parents to enhance student success in school and assist with resolving a variety of student issues, conflicts and problems related to alcohol, tobacco, drug use, truancy, behavior, grades, family and various other areas. Interview and assess students in the identification of needs, issues and problems. Develop strategies, goals and objectives for resolving student issues and problems. Refer students and parents to community resources for information and assistance according to identified student needs. Establish and maintain contact and partnerships with outside agencies to facilitate and enhance support, resources and services for identified students. Monitor, assess and adjust services and activities in response to student progress. Learn policies and objectives of assigned programs and activities. Operate standard office equipment including a computer and assigned software. Meet schedules and time lines. Maintain records and prepare reports. Communicate effectively both orally and in writing. Establish and maintain cooperative and effective working relationships with others.
- EDUCATION:** Any combination equivalent to: associate's degree with course work in sociology, psychology or related field.
- EXPERIENCE:** Five years experience in a school setting providing guidance, support, prevention education and assistance to students and parents.
- OTHER:** Possess a valid California motor vehicle operator's license; Department of Justice fingerprint clearance, TB testing; Job related proficiency test (may be required by position); Job related language proficiency test (may be required by position); First Aid Certificate (may be required by position).

Student Support Representative II

NORMAL TERMS OF SERVICE

Seven hours per work day, ten months per year.

REPORTING SUPERVISOR

Director of Student Services or Designee

REVIEWING OFFICER

Assistant Superintendent

Director of Human Resources and Special Projects

APPROVED: 2/19/15