



## PERSONNEL COMMISSION

Class Code: 5183  
Salary Range: 20 (C1)

### TRANSITIONAL SERVICES SPECIALIST – BL SPANISH

#### JOB SUMMARY

Under general supervision, perform a variety of specialized and clerical duties in support of the objectives and activities of the Mary McLeod Bethune Transitional Center and the District's Homeless Education program; serve as a liaison between students/families and District staff, community organizations, transitional housing shelters, donors and other outside agencies; perform related duties as assigned.

#### EXAMPLES OF DUTIES

*The classification specification does not describe all duties performed by all incumbents within the class. This summary provides examples of typical tasks performed in this classification.*

- Perform a variety of specialized and clerical duties in support of the objectives and activities of the Mary McLeod Bethune Transitional Center and the District's Homeless Education Program. **E**
- Serve as a liaison between students/families and District staff, community organizations, transitional housing shelters, donors and other outside agencies to exchange information, monitor services provided, resolve issues or concerns and coordinate activities. **E**
- Receive and screen student referrals to the program from sources such as transitional housing shelters and school sites; review student records including attendance, discipline and the records of school-aged siblings; maintain confidentiality of sensitive and privileged information. **E**
- Interview parents and students to make initial determination of program eligibility; inform families of available program services; assist families to complete necessary forms and applications for the program and services. **E**
- Contact other school districts to obtain and exchange information regarding students and families including transportation costs and residency address verifications; forward student records and information to receiving school sites. **E**
- Encourage parent involvement in their children's educational activities; arrange parent conferences with teachers and District staff as needed; advise students regarding acceptable behaviors including conflict resolution with students and parents; distribute uniforms and supplies. **E**
- Identify and maintain contact with social service agencies and refer families to local agencies, District departments or community organizations as appropriate to meet identified needs; monitor services provided and adjust services as needed. **E**
- Communicate with District staff to coordinate services such as enrollment assistance, providing bus passes, nursing services, providing uniforms and school supplies, mental health services and determining free and reduced meal eligibility. **E**

- Meet with and coordinate participation of community service organizations, District administrators, business partners and individual volunteers at center activities and fundraising events; arrange for receipt and accounting of program donations; maintain inventory of donated uniforms and school supplies. ***E***
- Order, receive, store and inventory center materials and equipment; track and monitor supply accounts; maintain and arrange for equipment repairs; place work orders for maintenance issues at the center. ***E***
- Answer telephones and take and relay messages; compose correspondence, memoranda and bulletins; maintain a variety of records, logs and files related to assigned activities including student attendance, case management files, transportation and nutrition services. ***E***
- Attend a variety of meetings and workshops to maintain current knowledge of homeless education developments and changes in applicable laws, codes and regulations. ***E***
- Translate and interpret information for site staff, students, parents and community resource personnel in Spanish. ***E***
- Develop and conduct presentations to school sites and outside agencies regarding the Homeless Education Program and center services. ***E***
- Operate a variety of office equipment including a computer and assigned software including student data systems; drive a vehicle to conduct work and visit families. ***E***
- Train and provide work direction and guidance to assigned support staff.

*Note: At the end of some of the duty statements there is an italicized **E** which identifies essential duties required of the classification. This is strictly for use in compliance with the Americans with Disabilities Act.*

### **DISTINGUISHING CHARACTERISTICS**

The Mary McLeod Bethune Transitional Center and Homeless Education Program provides resources to students and families in the District residing in transitional or temporary housing. These families are often in need of educational, social, health and material services such as clothing, transportation, medical treatment, nutrition and child care. An incumbent exhibits sensitivity and tact with students and parents and performs a variety of social service assistance and clerical work supporting the operation of the center and the Homeless Education Program. An incumbent has ongoing communication with community organizations, other public agencies, individual donors and volunteers, all of which contribute to the welfare of students and families.

### **EMPLOYMENT STANDARDS**

#### **Knowledge of:**

General principles of child adolescent behavior and development.

Diverse needs of students and families from varying socioeconomic and cultural backgrounds.

Correct oral and written usage of English and a designated second language.

Applicable laws, codes, rules and regulations related to assigned activities.

Record-keeping and filing techniques.  
Report preparation techniques.  
Basic budgeting practices regarding monitoring and control.  
Basic mathematics.  
Operation of a variety of office equipment including a computer and assigned software.  
Oral and written communication skills.  
Interpersonal skills using tact, patience and courtesy.

**Ability to:**

Perform a variety of specialized and clerical duties in support of the objectives and activities of the Mary McLeod Bethune Transitional Center and the District's Homeless Education Program.  
Advise students regarding acceptable behaviors and assist in the discipline of students.  
Demonstrate empathetic listening and interpersonal skills with individuals from varying cultural and socioeconomic backgrounds.  
Learn homeless education program objectives and services.  
Learn about available community services, local agencies and District resources and explain them to families.  
Interpret, apply, and explain applicable laws, codes, rules and regulations.  
Prepare and maintain a variety of records, reports and files.  
Prepare and deliver oral presentations.  
Work independently with little direction.  
Maintain confidentiality of sensitive and privileged information.  
Communicate effectively both orally and in writing.  
Operate a variety of office equipment including a computer and assigned software.  
Establish and maintain cooperative and effective working relationships with others.  
Compose correspondence and written materials independently.  
Add, subtract, multiply and divide quickly and accurately.  
Read, write, translate and interpret English and Spanish.

**Education and Training:**

Graduation from high school supplemented by college level course work in health and human services, social services, child development or a closely related field.

**Experience:**

Two years of experience working with at-risk students in a structured environment or two years of experience assisting families in a social work environment. Experience working in a school district is highly preferred.

*Or*

Two years as a School/Community Liaison in the Long Beach Unified School District.

Any other combination of training and experience that could likely provide the desired skills, knowledge or abilities may be considered.

**SPECIAL REQUIREMENTS**

Positions in this classification require use of a personal automobile and the possession of a valid California Class C driver's license.

Positions in this classification require the ability to communicate effectively, both orally and in writing, in Spanish.

*SELF-CERTIFICATION OF TYPING/KEYBOARDING SKILLS:*

This classification requires that incumbents be skilled in typing/keyboarding at a minimum of 35 words per minute. A typing test will not be given. Incumbents must certify in writing that they have such skills at the time of appointment to this class. Demonstrated proficiency will be expected during the probationary period for the class.

**WORKING ENVIRONMENT**

Office and school site environment.  
Transitional housing shelters.  
Driving a vehicle to conduct work.

**PHYSICAL DEMANDS**

Dexterity of hands and fingers to operate a computer keyboard.  
Hearing and speaking to exchange information and make oral presentations.  
Seeing to read a variety of materials.  
Sitting for extended periods of time.  
Bending at the waist, kneeling or crouching.  
Lifting, carrying, pushing or pulling light objects.

*AMERICANS WITH DISABILITIES ACT*

Persons with certain disabilities may be capable of performing the essential duties of this class with or without reasonable accommodation, depending on the nature of the disability.

**APPOINTMENT**

In accordance with Education Code Section 45301, an employee appointed to this class must serve a probationary period of six (6) months during which time an employee must demonstrate at least an overall satisfactory performance. Failure to do so shall result in the employee's termination.

PCA: 7/11/2013

Revised: 3/11/2021