

ELK GROVE UNIFIED SCHOOL DISTRICT

CLASS TITLE: REGIONAL TEAM PROGRAM TECHNICIAN

BASIC FUNCTION:

Under the direction of the Director-Student Support and Health Services or designee, facilitate communications between school site staff and community members, businesses and parents; prepare and maintain a variety of records related to assigned activities and programs; assure smooth and efficient office operations

ESSENTIAL FUNCTIONS:

Facilitate communications between school site staff and community members, businesses and parents; initiate and answer telephone calls; screen and route calls; respond to inquiries and provide information related to office programs, schedules, activities, policies and procedures; resolve issues and make crisis situation referrals as appropriate.

Perform various organizational and clerical functions in the service referral process; assist students and families with completing referral forms; prepare and maintain accurate records and files; establish organization support systems including record-keeping, student information and department, agency and District policies.

Serve as a liaison between school and District staff, parents and outside organizations; maintain current knowledge of applicable laws, codes, rules and regulations related to assigned activities.

Participate in home visits involving targeted case managed families with probation officers, District personnel and law enforcement agencies; drive a vehicle to conduct work.

Prepare applications for service and benefit programs for families.

Organize and attend a variety of staff in-service trainings; attend a variety of meetings for targeted case managed referrals within designated region; contact community, staff and agency members to attend multidisciplinary team meetings as requested.

Confer with administrators, school site staff, faculty, and parents to improve the delivery of services to students and families.

Establish, maintain and provide an ongoing data list to assist parents and staff in connecting with service providers.

Assist coordinators in planning appropriate activities for students, parents and staff.

Participate, as needed, as an active panel member for the Student Attendance Review Board (SARB).

Provide targeted case management under supervision; determine pertinent information required for program evaluation; maintain accurate files and current statistics for reporting or auditing purposes.

Facilitate the multidisciplinary team in the absence of the Program Specialist or Coordinator; assume increased responsibilities in the absence of the Program Specialist or Coordinator.

Provide clerical support to other offices as directed.

Arrange for transportation for students and parents as necessary.

Perform related duties as assigned.

DEMONSTRATED KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Diverse populations and socioeconomic backgrounds of students.
- Methods to assist in the development of increased self-awareness and a positive self-concept.
- Modern office practices, procedures and equipment.
- Research methods and report writing techniques.
- Interpersonal skills using tact, patience and courtesy.
- Operation of a computer and assigned software.
- Record-keeping techniques.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Oral and written communication skills.

ABILITY TO:

- Provide specialized assistance and information to students and others concerning student services areas.
- Perform various organizational and clerical functions.
- Learn, interpret, apply and explain rules, regulations, requirements and restrictions related to assigned student services program.
- Learn community resources and County programs servicing the needs of at-risk students and families.
- Maintain current knowledge of program rules, regulations, requirements and restrictions.
- Analyze situations accurately and adopt an effective course of action.
- Plan and organize work.
- Prepare and maintain a variety of records related to assigned activities and programs.
- Communicate effectively both orally and in writing.
- Establish and maintain cooperative and effective working relationships with others.
- Maintain records and prepare reports.
- Operate a variety of office equipment including a computer and assigned software.
- Work independently with little direction.

Maintain consistent, punctual and regular attendance.
Move hands and fingers to operate a computer keyboard.
Sit for extended periods of time.
See to read a variety of materials.

Hear and speak to exchange information in person or on the telephone.

EDUCATION AND EXPERIENCE REQUIRED:

Any combination equivalent to: graduation from high school supplemented by two years of college level coursework or two years of clerical experience involving record-keeping within a community based organization or school setting.

LICENSES AND OTHER REQUIREMENTS:

Valid California Class C driver's license.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.
May drive a vehicle as needed.

BOARD APPROVED: September 18, 2018