CLASS TITLE: SUPPORT SERVICES SPECIALIST

BASIC FUNCTION
Under the direction of an assigned supervisor, provides outreach and assistance to school-age parents and their families with the goal of improving school attendance and academic performance. Works with representatives from school districts and community agencies to provide support and assistance for teen parents, their families and their children. Completes tasks and reports with a high degree of independence.

REPRESENTATIVE DUTIES
Identify and establish contact with expectant and/or parenting students to offer Cal-SAFE Program supportive services; $E$

Work with representatives from community agencies serving teen parents, their children and their families to facilitate access to needed services and make referrals as appropriate; $E$

Provide students and their families with direction and information through telephone contacts, letters, and regular personal contacts; $E$

Serve as a liaison between the student and the school to establish a cooperative support system to promote academic success; $E$

Create informal instructional opportunities for teen parents through role modeling, bulletin boards, displays, and resource materials; $E$

Maintain accurate records related to participant profiles, attendance, inventory, and curricular activities to ensure the smooth operation of the program and compliance with California Department of Education (CDE) regulations; $E$

Support school policies and rules, encourage teens to abide by them; communicate information to school administrators, program supervisor and co-workers; serve as a role model and resource for teens; $E$ and

Perform related duties as assigned; $E$

KNOWLEDGE AND ABILITIES
KNOWLEDGE OF:
School district programs and services;
Community resources and social service programs;
Record keeping techniques;
Oral and written communication skills; and
Interpersonal skills reflecting patience, tact, courtesy and respect for confidentiality.
ABILITY TO:
Exercise tact, diplomacy, and good judgment in dealing with students and families;
Develop and maintain collaborative relationships with co-workers and staff from school districts
and community agencies;
Provide information and direction to teens in a positive and supportive manner;
Direct school-age parents to resources for themselves and their children;
Work with individuals and small groups;
Identify specific needs and make appropriate referrals; and
Maintain program files and records.

EDUCATION AND EXPERIENCE
High school graduation or equivalent; and
Experience working with at-risk youth and/or teen parents.

LICENSES AND OTHER REQUIREMENTS
Valid CA driver’s license and appropriate insurance.
Access to automobile or other suitable transportation for travel to various sites throughout the
county.

WORKING CONDITIONS
ENVIRONMENT:
Office setting; and
May involve travel to community resources, schools, and home visits.

PHYSICAL ABILITIES:
Motor skills to bend, lift and carry records and supplies to meetings;
Vision and coordination to drive to school sites in the county;
Hearing and speaking skills to communicate with teens, staff and others at meetings and by
phone; and
Manual dexterity to operate computers and other office equipment.

Should an applicant require reasonable accommodation, the Ventura County Office of Education
will consider that upon request.