

TORRANCE UNIFIED SCHOOL DISTRICT

CLASS TITLE: STAFF ASSISTANT-CHILD WELFARE AND ATTENDANCE

BASIC FUNCTION:

Under the direction of the Director - Child Welfare and Attendance, perform a variety of responsible and complex duties related to Open Enrollment/School Choice, Notification of Parent/Guardian, Office of Civil Rights, Enrollment Projections, intra- and inter-District transfer permits, student suspensions and expulsions, student absences, trancies and child abuse issues; communicate with parents, students and other family members to answer questions, to calm anger and frustration, and to resolve issues; provide information to District schools, schools outside the District and public agencies; coordinate office operations, including a heavy volume of visitors and phone callers to include periods of emergencies, and provide direction to the office in the absence of the Director.

REPRESENTATIVE DUTIES:

Perform a wide variety of specialized and responsible duties independently in support of the Director of the department; interpret and apply rules and regulations as appropriate; perform duties to assist the Director with administrative details as appropriate. *E*

Coordination and preparation of Open Enrollment/School Choice Program including the distribution of Parent Notification Letter and Applications for students District wide. *E*

Assist the Director-Child Welfare & Attendance with enrollment projections, Safe School Letter, developer requests, suspension logs, translation requests, mandated reporting of child abuse. *E*

Prepare and maintain a variety of records, logs and files including information of a confidential nature (student suspension/expulsion); maintain confidentiality of information and records. *E*

Coordinate, compile, and prepare Board of Education agenda materials. *E*

Answer phone and greet visitors, determine needs and provide information and assistance regarding a variety of issues; verify correct addresses and school boundaries; obtain required information for intra- and inter-District transfer permits. *E*

Provide a variety of information regarding such issues as enrollment, immunizations and affidavits, notarized residency, Immigration and Naturalization Service Form I-20; obtain information and follow up on issues of child abuse, suspensions and trancies. *E*

Input data into computer regarding transfer permits and residency/employment permits, print computer-generated permits and distribute to parent and appropriate school sites; distribute child care verification letters to babysitters; correct and compile incident/crime reports from all schools; prepare and maintain related files. *E*

Operate a variety of office equipment, including computer workstation and typewriter and copier. *E*

Assist the Director during emergencies in the operation of the District's Command Center. *E*

Communicate regularly with District administrators and other employees to discuss and verify information related to school boundaries, attendance, crime, violence and child abuse issues. *E*

Train and provide work direction to substitute and extra help clerical support staff as assigned; monitor office workflow and assure compliance with established timelines, procedures and standards of quality. *E*

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

District organization, operations, policies and objectives related to child welfare and attendance issues.
Applicable sections of State Education Code and other applicable laws.
Complex office and departmental rules, regulations, precedents and programs.
School attendance policies and procedures.
Interpersonal skills using tact, patience and courtesy in interacting with angry and frustrated parents.
Operation of office equipment, including computer workstation and two-way radio.
Methods of collecting and organizing data and information.
Record-keeping techniques.
Oral and written communication skills.
Modern office practices, procedures and equipment.
Telephone techniques and etiquette.
Correct English usage, grammar, spelling, punctuation and vocabulary.
Emergency response procedures/coordination.

ABILITY TO:

Perform a variety of responsible and complex duties related to intra- and inter-District transfer permits, student absences, trancies and child abuse issues.
Communicate with parents, students and other family members to answer questions, to calm anger and frustration, and to resolve issues.
Type at 50 words net per minute from clear copy.
Provide and exercise patient and understanding cooperation with parents and students experiencing difficulty with school.
Coordinate office operations, including a heavy volume of visitors and phone callers.
Provide direction to the office in the absence of the Director.
Work independently with little direction.
Provide a variety of services to parents, students and District personnel regarding student absences, trancies, other attendance issues and child abuse issues.
Enter and retrieve a variety of attendance and child welfare data from a computer.
Perform duties under volume-of-work pressure.
Maintain records and prepare reports.
Work calmly and effectively in adverse situations and with constant interruptions.
Work effectively in a multi-ethnic setting.
Analyze situations accurately and adopt an effective course of action.
Work confidentially with discretion.
Read, interpret, apply and explain rules, regulations, policies and procedures.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school and four years increasingly responsible experience working within a school environment or with social services organizations; one year working in a Child Welfare and Attendance Office or at a school site is desirable.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment; subject to constant interruptions and interacting with angry or frustrated parents and guardians.

PHYSICAL ABILITIES:

Bending, pushing, moving, lifting objects weighing up to 25 pounds. Dexterity of hands and fingers to operate computer and office equipment, hearing and speaking to provide and exchange information, sitting for extended periods of time, and vision to read and assure the accuracy of documents and records.