

SAN MATEO COUNTY OFFICE OF EDUCATION

CLASS TITLE: BILINGUAL FAMILY COUNSELOR

BASIC FUNCTION:

Under the direction of a Director, Educational Services, perform a variety of specialized activities involved in providing educational counseling, referral, training, translation and assistance services to limited or non English speaking families and low-income families of disabled children; monitor and assess family needs and assist families with identifying, developing and meeting educational goals and objectives; interview and counsel families to facilitate entrance into various educational programs and services.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Perform a variety of specialized activities involved in providing educational counseling, referral, training and assistance services to limited or non English speaking families and low-income families of disabled children; coordinate programs and services to enhance opportunities and success for identified children.

Serve as a liaison between the County Office, community resources, school districts and families to facilitate student and family access to education programs and services; provide information and materials to parents to assist in the location and utilization of community services and resources; notify staff and administrators of pertinent student and family issues, information and concerns.

Monitor, assess and identify the needs of children and families; assist families with developing and meeting educational goals and objectives; assist parents with completing program forms and applications as assigned; refer families to educational programs, services and community resources according to identified needs; refer families to medical and social services and resources.

Advise families concerning practices, procedures and techniques involved in enhancing the success and opportunities available to their children; collaborate with County Office personnel, outside agencies and community resources in meeting the needs of families; counsel families to facilitate access to educational programs and services such as special education and early childhood education.

Serve as a technical resource to families, outside agencies and the public concerning educational programs and services; respond to inquires and provide technical training and information concerning related systems, practices, standards, requirements, resources, processes, policies and procedures; provide grief counseling as needed.

Interview and counsel families during the intake and assessment process; consult families concerning the intake and assessment process; provide technical guidance to enhance family understanding of the education system; conduct home visits as needed.

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Translate communications between County Office personnel and limited or non-English speaking families; serve as an interpreter for conferences, telephone calls and meetings as needed; translate, prepare and distribute written correspondence as necessary.

Provide training and advisement to certificated staff concerning the cultural and social aspects of limited or non English speaking families and low-income families of disabled children and related educational issues as directed.

Develop, implement and conduct parent education classes as required; prepare and deliver oral presentation concerning educational programs, systems and services; conduct employee in-services as assigned.

Establish and maintain contact with families; assist with planning and implementing a variety of educational and support activities to meet the needs of students, children and families; advise parents concerning methods for working with social services to meet children needs.

Provide training and education to families concerning child disabilities and related needs and issues.

Operate a variety of office equipment including a copier, fax machine, computer and assigned software; drive a vehicle to conduct work.

Research, assemble and compile a variety of educational information related to assigned families and activities.

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Operation of a computer and assigned software.
Oral and written communication skills.
Basic public relations techniques.

ABILITY TO:

Perform a variety of specialized activities involved in providing educational counseling, referral, training, translation and assistance services to limited or non English speaking families and low-income families of disabled children.

Serve as a liaison between the County Office, community resources, school districts and families to facilitate student and family access to education programs and services.

Monitor, assess and identify the needs of children and families.

Assist families with developing and meeting educational goals and objectives.

Refer families to educational programs, services and community resources according to needs.

Interview and counsel families during the intake and assessment process.

Read, write, translate and interpret English and a designated second language.

Assist with planning and implementing a variety of educational and support activities to meet the needs of students, children and families.

Meet schedules and time lines.

Work independently with little direction.

Observe health and safety regulations.

Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: bachelor's degree in psychology, sociology or related field and two years experience working with students or families in a social services or educational environment.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:

Indoor work environment.

Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.

Sitting or standing for extended periods of time.

Seeing to read a variety of materials.

Hearing and speaking to exchange information.

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