Job Description

Title: Student Services Coordinator  
FLSA Status: Exempt
Classification: Administrative Support
Immediate Supervisor: Executive Director of Student and At-Risk Services

Job Summary: This position is responsible for assisting with the coordination of the Student Services Office. The Coordinator will support the Executive Director in providing appropriate student assistance, activities and support to prospective and current students in a hands-on capacity.

Hiring Specifications:

Education
• Bachelor’s degree in social work, human services or related field

Certification
• Valid driver’s license and dependable vehicle for primarily in-district travel

Experience
• Minimum of four (4) years working in a school setting with diverse populations and in an urban environment

Skills, Knowledge & Abilities
• Ability to exercise good judgment in recognizing scope of authority and protecting confidential information
• Ability to efficiently and effectively resolve complaints and conflicts while following district policies
• Knowledge of and experience working with a diverse group of people
• Ability to establish sound working relationships and cooperative arrangements with community groups and organizations
• Strong organizational skills and ability to prioritize
• Ability to work effectively, cooperatively and respectfully with staff, parents, students and community members regardless of race, color, creed, gender, sexual orientation, gender identity, ethnic/national origin, religion, marital status, age, socio-economic status or disability
• Ability to build effective working relationships
• Ability to provide customer service in a fast-paced environment
• Ability to provide direction and feedback to district personnel seeking solutions for student issues
• Must be able to handle emotionally charged situations
• Must be able to work frequent evenings

Technology Requirements
• Word processing skills
• Spreadsheet skills
• Electronic presentation skills
• Web navigation skills
• E-mail management skills
• Computer network knowledge applicable to the position
• Knowledge of computer-related storage devices
• Ability to effectively use PDAs (personal digital assistants) for communication and scheduling
• Knowledge of Infinite Campus student reporting system

Supervision of Others:
• Student Services Specialist
• Support staff such as Family Support Workers, Home School Workers and Attendance Trackers

Personal Contacts:
• District personnel
• Parents, students, community members
• Law enforcement
• Student leaders
• Advisory and district committee members
• State and local government
• DE personnel

Job Duties:

1. Serves as liaison between school and home environments.
2. Maintains case files, documentation and reports.
3. Assists with staff development and services to counselors, family support workers and home school workers.
4. Manages the Bullying Hotline, including maintaining and disseminating appropriate information from the Hotline.
5. Coordinates PBIS and Leader In Me initiatives and provides support to building teams.
6. Serves as a contributing member on several district and community task teams.
7. Serves as co-chair and facilitator of Elementary Education Task Team.
8. Coordinates the completion of required reports including District Certified Enrollment and Student Dropout to the Department of Education and district wide and building student projections.
9. Assists the Executive Director of Student and At-Risk Services with day-to-day functions of the Student Services department.
10. Coordinates attendance efforts of the district and maintains communication with the Black Hawk County Attorney’s Office.
11. Works with parents, students and staff to resolve problems, concerns or issues.
12. Coordinates the district’s student voluntary transfer program and approves special transfer of students from one attendance center to another in accordance with Board policy and at the direction of the Executive Director of Student and At-Risk Services.
13. Performs preliminary investigations (Level I, discrimination and harassment of students) at the direction of the Executive Director of Student and At-Risk Services.
14. Assists the Executive Director of Student and At-Risk Services in coordinating the preparation of student handbooks.
15. Assists in the evaluation of needs, arrangements and provisions of professional development in the area of school climate (e.g. bullying and harassment) and student services.
16. Works with building staff on issues impacting homeless students.
17. Assists the Executive Director of Student and At-Risk Services with the development of long-range plans, goals and mission for the Student Services department.
18. Coordinates the cooperative efforts between schools and community agencies in providing services to students.
19. Travels regularly to all buildings providing assistance to building staff with student needs as necessary.
20. Completes other duties as assigned.

**Physical Requirements:**

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<tr>
<th></th>
<th>NEVER 0%</th>
<th>OCCASIONAL 1-32%</th>
<th>FREQUENT 33-66%</th>
<th>CONSTANT 67%+</th>
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<tbody>
<tr>
<td>A. Standing</td>
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<td>B. Walking</td>
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<td>C. Sitting</td>
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<td>D. Bending/Stooping</td>
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<td>E. Pushing/Pulling</td>
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<td>F. Reaching</td>
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<td>G. Climbing/Stairs</td>
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<td>H. Driving</td>
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<tr>
<td>I. Lifting</td>
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<td>J. Carrying</td>
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<td>K. Manual Dexterity Tasks</td>
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<td>Telephone</td>
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<tr>
<td>Computer</td>
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<td>Other (Blackberry)</td>
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<td>L. Working Conditions</td>
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<td>Inside</td>
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<td>Outside</td>
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<td>X (traveling between buildings)</td>
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<td>Extremes in temp/humidity</td>
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<td>X (traveling between buildings)</td>
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**Terms of Employment:** Twelve-month contract per Board policy and administrative guidelines.

**Date Last Revised:** 11/19/10