

**Job Description**  
**Family and Community Support Service Provider**  
**Hartford Public Schools**

**REPORTS TO:** Assistant Director of Family and Community Engagement (Primary) and Principal (Secondary)

**SUPERVISES:** None

**PRIMARY FUNCTIONS:** The main focus of the Family and Community Support Service Provider is to develop and strengthen the district's relationships with children, families, and to support the Hartford Public School community schools framework. The Family and Community Support Service Provider supports the community and monitors student attendance in the following ways: visits the homes of current or potential students; works with parents and coordinates parent access to internal and external resources; distributes important information about their assigned school and/or district; assists in the enrollment process; and keeps records of their efforts to cultivate parental interest and engagement in their children's education. The Family and Community Support Service Providers serve to promote academic achievement for all students.

**SECONDARY FUNCTION:** Plan and coordinate events related to family engagement and community resources.

**TYPICAL DUTIES AND RESPONSIBILITIES:**

1. Monitors student attendance, including excused and unexcused absences and tardiness.
2. Works with the principal to create a welcoming environment in the school.
3. Communicates successfully with teachers, families, administrators, and students.
4. Facilitates communication and the exchange of information between the families and community regarding student progress, school-wide goals, and support activities.
5. Invites and encourages family members to take a deep and meaningful involvement in the regular activities of the school and recruits them for participation in special programs.
6. Assists students, staff, teachers, parents and community members for the purpose of providing and/or conveying information and other services as required. (e.g. applications for services, transporting parents/students, interpreting technical information, etc.)
7. Attends trainings and delivers turn-key educational workshops and programs to families.
8. Coordinates program assigned activities and components. (e.g. home visits, parent meetings, parent/volunteer involvement programs, community involvement processes)
9. Build relationships and collaborate with community. (e.g. faith based organizations, universities/colleges, family support, health services, etc.)
10. Documents the efforts and activities of parents to include monthly attendance reports of parental participation.
11. Participates in and presents professional development as requested by the Assistant Director of Family and Community Engagement and Principal.
12. Plans and coordinates family and community involvement in school and district events. (e.g. workshops, informational sessions)
13. Markets and promotes the school including monitoring the website and attending school choice fairs.
14. Completes and submits required documents and data.
15. Performs other assignments as requested by supervisor.

**SKILLS, KNOWLEDGE, QUALIFICATIONS AND EXPERIENCE**

1. High School Diploma with (5) years work experience in school setting or similar environment
2. Ability to work with parents and families on attendance, tardiness and participation
3. Ability to plan and coordinate training programs for staff and students
4. Knowledge and sensitivity to the diversity of the children and families we serve
5. Excellent skills in data entry

6. Proficient with computer applications (i.e. Microsoft products – Word, Excel, Access, and Powerschool or other school-based applications).
7. Ability to work in a team environment.
8. Ability to work with families, school staff, students, and community agencies.
9. Ability to work independently with good organizational skills and the ability to be flexible and handle changing priorities.
10. Ability to handle stressful situations and work within difficult time constraints.
11. Experience in program implementation, record keeping and reporting.
12. Able to work an extended day to meet the needs of the school and district

**CERTIFICATION REQUIREMENTS:** None

**SALARY AND TERMS OF EMPLOYMENT:** Eleven-Month Work Year/Salary Grid B-474 (\$41,098 - \$48,741)  
2017-2019

**EVALUATIONS:** Six (6) months probationary period and annually thereafter.

**UNION AFFILIATION:** Hartford Educational Support Personnel (HESP)

Rita P. Kitchener 3.21.19  
HESP Union Signature      Date

Natasha Banks 3/21/2019  
OTM Signature      Date