



Board of Education of the City of St. Louis
CAREER OPPORTUNITY

Position Title:	Parent and Student Specialist
Payroll/Personnel Type:	12 Month
Job #:	8807
Reports to:	Director of Family and Community Engagement
Shift Length:	6.5 Hours a Day
Union Eligibility:	Eligible

Position Summary:

St. Louis Public Schools is seeking Parent and Student Specialist to serve under the Director of Family, and Community Engagement as well as receives coaching, counsel and supervision from the Parent, and Student Concerns Coordinator. The Parent and Student Specialists will be instrumental in facilitating the process regarding concerns, issues and complaints through amicable dialogue and cooperative agreement.

Essential Functions:

- Conducts initial legal review and analysis on issues of parental rights, and custodial disputes
- Consults Legal Department for escalated cases to ensure compliance and equitable resolutions
- Assist with strategic goals to minimize the number of cases, and concerns by working with district departments in cross-functional teams
- Assist in analyzing data trends across District-wide departments
- Assist Parent and Student Engagement Coordinator with different departments to support and provide resources to SLPS families
- Escalates issues of potential legal or policy violations to appropriate District offices and other authorities
- Provides quality assistance to parents in understanding school, and district policies and procedures as related to parent information and student code of conduct
- Collaborate with parents, students, administrators, and school staff, and District to provide mediation and conflict resolution support
- Ensure quality customer service regarding parent/student concerns, issues, and complaints
- Establishes relationships with parents, students, administrators, and school staff to aid in obtaining needed services and resources
- Foster communication, and problem-solving with involved parents via email, phone calls, virtual meetings, and site visits
- Facilitates school-level and district level outreach and support for parent and student engagement assisted by Family and Community Specialist
- Ensure compilation/documentation of accurate and complete data pertaining to parent/student concerns, issues, and complaints
- Maintains timely submission of records, reports, and data required for documentation to the Office of Family and Community Engagement
- Participate in district and community sponsored professional development activities related to Essential Functions outlined
- Participate in district and community sponsored professional development activities related to parental family engagement, mediation, and conflict resolution
- Serve on committees in support of District initiatives (i.e., safety and security, health, and wellness, code of conduct, etc.)



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- Perform other duties as assigned to ensure effective parent/student engagement

Knowledge, Skills, and Abilities:

- Knowledge of school/district policies and mandates related to parent information and student code of conduct
- Knowledge of school and neighborhood areas and cultures
- Commitment to serving parents, students, schools, and communities
- Ability to establish trusting relationships with all constituent groups
- Knowledge of values, behaviors, beliefs, cultures, and traditions
- Possession of strong and effective written/oral communication and presentation skills
- Passionate about improving public urban education; driven to make a difference
- Demonstration of initiative and problem-solving capabilities
- Demonstration of skills in providing mediation and conflict resolution
- Proficiency in Microsoft Office programs
- Microsoft Office programs
- Excellent organizational skills
- Excellent listening skills
- Exercised discretion and confidentiality on sensitive family, student, and personnel issues
- Ability to create charts and graphs using Excel and type forty words a minute

Experience:

- Working with culturally diverse parents/families in an urban educational setting
- Providing quality customer service in high-paced office settings
- Working in a professional environment

Education:

- High School Diploma
- A minimum of 60 college credit hours or Para Pro certification

Physical Requirements:

- Must be physically able to operate a motor vehicle
- Must be able to exert up to 10 pounds of force occasionally, and/or a negligible amount of force constantly to lift, carry, push, and pull or otherwise move objects, including the human body
- Light work usually requires walking or standing to a significant degree

Working Conditions and Environment:

- Work is routinely performed in a typical interior/office environment
- Occasional commute to school sites within the District
- Very limited or no exposure to physical risk

Disclaimer:

The information contained in this job description is for compliance with the Americans with Disabilities Act (ADA) and is not an exhaustive list of the duties performed for this position. Additional



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duties are performed by the individuals currently holding this position and additional duties may be assigned.

Review/Approvals:

Employee

Date

Immediate Supervisor

Date

Human Resources

Date

In connection with hiring for this position the district shall not discriminate against any employee or applicant for employment because of race, religion, color, sex, sexual orientation, age, disability, veteran status or national origin.