

## SANTA CRUZ COUNTY OFFICE OF EDUCATION

### PARENT SUPPORT REPRESENTATIVE

#### **DEFINITION**

Under general supervision, to provide support services to families of children from birth to three years of age who have special needs and may be in need of early intervention services; and to perform community outreach activities.

#### **SUPERVISION EXERCISED**

Exercise no supervision.

#### **EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:**

Receive requests and provide individual support to families, including home visits and referrals to social service and early intervention agencies.

Coordinate and run parent support groups.

Assist families in completing forms, organizing family binder, locating transportation, and language translation when necessary.

Support families through transitions including hospital to home and early intervention to preschool.

Provide support to the families, efforts to advocate on behalf of their child.

Respond to requests from community and parents for early intervention information.

Heightens awareness of community and makes oral presentations to community groups in regards to early intervention.

Promotes positive, collaborative relationships between parents and professional serving the family.

Maintain log recording of families served.

Perform related duties and responsibilities as assigned.

#### **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

##### **Knowledge of:**

Wide range of developmental disabilities and services for infants/toddlers with special needs.

Basic techniques used in public relations, crisis intervention, and group facilitation.

Principles and practices of routine recordkeeping.

Cultural diversity of populations served.

**Skill and Ability to:**

Operate a motor vehicle safely.

Interact effectively and sensitively with individuals from diverse backgrounds.

Prepare and deliver oral presentations.

Maintain accurate records.

Learn and apply pertinent federal, state, and local laws, codes, and regulations.

Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.

Communicate clearly, both orally and in writing.

Establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work.

**EDUCATION AND EXPERIENCE**

*Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:*

**Education:**

Equivalent to the completion of the twelfth grade.

**Experience:**

One year of experience working with families of infants/toddlers with special needs. Parents of children with special needs will be given preference.

**License or Certificate:**

Possession of, or ability to obtain an appropriate valid driver's license.

**SPECIAL REQUIREMENTS**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Essential duties require the following physical skills and work environment:*

Ability to work in a standard office environment with some ability to travel to different locations and sites.

Ability to speak, read and write both English and Spanish is required for some positions.

**Approval Date:** November, 1994.