

Re-Engagement Coordinator

Summary: The Re-Engagement Coordinator will coordinate the provision of social services and case management within NOLA Public Schools. The target population will be students and their families facing obstacles that are preventing them from engaging in in-person learning. The Re-Engagement Coordinator will work to identify barriers to attendance and achieving academic and personal success. The Re-Engagement Coordinator will work directly with NOLAPS to identify students who are not engaged in learning and provide professional, accessible services to students and their families with the intent of re-engaging them in learning. Home visits are required for this position.

Education: Minimum of a LMSW or PLPC as determined by the President.

DOL Status: Exempt

EEO Category: 2. Professional

Reporting Structure: Supervised by the Director of Family Re-Engagement.

Essential Functions:

- Engage in outreach efforts to students and their families to identify the obstacles that are preventing the student from attending school and/or completing school assignments. This will include home visits, phone calls, and other means of communication to connect with the student and family.
- Identify other obstacles that are impacting academic, behavior, attendance, and social service needs.
- Identify the services available to assist the family and identify gaps in service provision.
- Coordinate and deploy basic needs resources and address urgent mental health and well-being needs for students and/or families.
- Create an individualized action plan for each student and family to ensure they have the resources necessary to

overcome school engagement challenges and persist in their academic pathway.

- Design, implement, and coordinate an array of programs, services and resources that are designed to re-engage students into school and provide support so that the student remains engaged in school.
- Check in with students; understand, recognize, and empathize with recent experiences to build strong, trusting relationships.
- Communicate with school attendance liaison or designee on a regular basis to seek input and report on program progress.
- Monitor and document student and family progress toward goals.
- Maintain data quality by monitoring the service tracking in CIS database for accuracy and errors.
- Gather administrator, parent, and student feedback regarding program implementation.
- Evaluate family and programmatic effectiveness.
- Reports on Case Progress and End of Year status
- Collaborate with community partners to ensure families' and students' needs are met.
- Provide volunteer, intern and community partner orientation regarding CIS program policies and school based service provision

Specific Job Competencies:

- Demonstrates agency core competencies
 - Team oriented mindset
 - Takes initiative
- Clinical Skills

- Assess client needs and strengths with accuracy
- Plan, implement and evaluate effective interventions and service plans
- Use effective therapeutic communication skills (active listening, open-ended questions, non-judgmental, client-centered, empathy, conflict resolution, de-escalation)
- Maintain professional boundaries and awareness of personal values
- Seek out professional consultation and supervision
- Document clinical services in accordance with CIS and professional standards
- Communication
 - Understand the purpose of communication and use appropriate method of communication for the situation
 - Use clear and specific language utilizing “I” statements
 - Display active listening skills
 - Respond to phone and email messages in a timely manner
 - Use discretion when sharing information
 - Establish a system for information sharing and follow-up
- Organizational Skills
 - Ability to organize work flow to meet goals
 - Attention to detail
 - Strong recordkeeping and documentation skills
- Computer Skills
 - Demonstrate basic office automation skills in order to fulfill job responsibilities
 - Seek out formal or informal training to increase computer skills to more effectively perform job skills
 - Compile notes and other written information to share with co-workers and new staff to solve recurring computer issues and questions
 - Demonstrate an increase in proficiency over time with the basic use of computer equipment and standard software operations.



Other Qualifications:

- Experience in working with school-age children
- Ability to work with diverse cultural backgrounds
- Flexibility, resourcefulness, enthusiasm and high energy.
- Must have a valid Louisiana driver's license and automobile insurance.
- Criminal background check required.

I understand and agree to this job description

(Signature)

(Date)

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