



## Position Description

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| <b>Job Title</b>    | <b>Re-Engagement Coordinator</b>             |
| <b>Department</b>   | <b>Program/Operations Department</b>         |
| <b>Location</b>     | <b>Communities In Schools of Lake County</b> |
| <b>Reports To</b>   | <b>Assigned Field Manager</b>                |
| <b>FLSA Status</b>  | <b>Non-Exempt</b>                            |
|                     |  |
| <b>Last Updated</b> | <b>April 2021</b>                            |

### Summary/Objective

The Re-Engagement Coordinator will coordinate the provision of social services and case management within a public-school setting or local college. The target population will be students and their families facing obstacles that are preventing them from engaging in virtual or 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 the school administration and/or faculty to identify students who are not engaged in learning and provide professional, accessible services students and their families with the intent of re-engaging them in learning.

### Primary Responsibilities & Essential Functions

#### **Re-Engagement Efforts**

- Collaborate with school and district staff or faculty to identify students who are not engaged in school.
- 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.
- Provide a CIS-SA Re-Engagement Team orientation and training for faculty.
- Coordinate and deploy basic needs resources and address urgent mental health and well-being needs.
- Communicate with school principal or designee on a regular basis to seek input and report on program progress.
- Monitor and document student and family progress toward goals.
- Gather administrator, parent, and student feedback regarding program implementation.
- Evaluate family and programmatic effectiveness.

#### **File and Data Maintenance**

- Collect demographic information for each identified disengaged student and track this data in an approved spreadsheet.
- Establish and maintain accurate and complete CIS-SA participant files with appropriate and up-to-date information and documentation per program procedures and guidelines
- Track all services provided in accordance with program procedures and guidelines.
- Maintain data quality by monitoring the service tracking spreadsheet for accuracy and errors.

### **Program Service Delivery**

- 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 reengage students into school and provide support so that they student remains engaged in school or college.
- Coordinate in-person and virtual targeted interventions aimed at reengaging students and ensuring student achievement.
- Check in with students; understand, recognize, and empathize with recent experiences to build strong, trusting relationships.
- Monitor and address the continued engagement of the student and assess engagement levels over time.

### **Integrative Services**

- Broker with outside agencies, businesses, volunteers, and/or interns to provide direct services or referrals that meet student and family needs.
- Coordinate in-kind donations to support student and family needs and program activities.
- 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

### **Administrative**

- Manage timecard and mileage
- Attend all meetings and trainings as required
- Ensure the completion of required programmatic reports
- Plan appropriate expenditures and maintain budgets

### **Exhibit CIS Core Values:**

- Passion
- Compassion
- Collaboration
- Optimism
- Adaptability

### **Supervisory Responsibility**

N/A

### **Work Environment**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

### **Physical Demands**

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. While performing the duties of this job, the employee is regularly required to sit, work on computer; think clearly, and communicate effectively. The employee must occasionally lift or move up to



10-15 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

### **Position Type/Expected Hours of Work**

This is a full-time position. Days and hours of work generally are Monday through Friday, 8a.m. to 5p.m. This position on occasion requires long hours and weekend work.

### **Travel**

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected.

### **Required Education and Experience**

- Minimum Bachelor's degree in social work, counseling, psychology, or related field.
- Experience with at-risk populations and cross-cultural environments
- Proven ability to set priorities and work with minimal supervision
- A willingness to follow the philosophy of CIS and operate as a team player
- Ability to articulate program goals in a public setting

### **Preferred Experience and Qualifications**

- Master's degree in a social work, counseling, psychology, or related field preferred.
- Two or more years related work experience
- Experience working in a school setting preferred
- Bilingual ability in Spanish and English preferred

### **Additional Eligibility Qualifications/Requirements**

- Must have reliable transportation
- Must be able to pass a criminal background and fingerprint check

### **Qualifications/Competencies**

- Ethical Decision Making: Understand ethical behavior and business practices, and ensure that own behavior and the behavior of others is consistent with these standards and aligns with the values of the organization
- Build Relationships: Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization.
- Communicate Effectively: Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- Creativity/Innovation: Develop new and unique ways to improve operations of the organization and to create new opportunities.
- Focus on Client Needs: Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within the organizational parameters.
- Foster Teamwork: Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
- Lead: Positively influence others to achieve results that are in the best interest of the organization.
- Make Decisions: Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization.
- Organize: Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities.



- Plan: Determine strategies to move the organization forward, set goals, create, and implement actions plans, and evaluate the process and results.
- Solve Problems: Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.

### **EEO Statement**

CISLC employees are protected by federal laws, Presidential Executive Orders, and other laws designed to protect employees from discrimination on the bases of race, religion, color, sex (including pregnancy and gender identity), sexual orientation, parental status, national origin, age, disability, family medical history or genetic information, political affiliation, military service, or any other non-merit based factor. These protections extend to all management practices and decisions, including recruitment and hiring practices, appraisal systems, promotions, and training and career development programs.

CISLC employees are also protected against retaliation. Consistent with federal laws, acts of retaliation against an employee who engages in a protected activity, whistle blowing, or the exercise of any appeal or grievance right provided by law will not be tolerated. CISLC managers and supervisors are also reminded of their responsibility to prevent, document, and promptly correct harassing conduct in the workplace.

### **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

### **Additional Information:**

Rate Discussed at Interview

If Interested, please provide cover letter and resume and send to [mentoringec@gmail.com](mailto:mentoringec@gmail.com)