OVERALL RESPONSIBILITY

Under the general supervision of the Healthy Start Project Coordinator and specific supervision of the site principal, the Bilingual Neighborhood Services Worker will perform a variety of general duties including serving as a receptionist and general information person to the public, performing skilled typing and filing, and assisting parents in the completion of eligibility and screening forms. Verbally and in written form, translate information from English to native language and native language to English.

SPECIFIC RESPONSIBILITIES

1. Greet people entering the Healthy Start facility and assist them by answering questions, providing information, scheduling appointments and/or directing them to appropriate personnel. Translate materials from English to native language and native language to English. E

2. Assist parents and Healthy Start staff in the completion of appropriate forms. E

3. Assist with translating and interpreting between community members, parents, children, and staff. E

4. Collect student and family information, e.g., screening and assessment data and maintain student records and files. E

5. Perform general clerical duties including typing and filing. E

6. Maintain accurate records and computer files. E

7. Assist in follow-up tasks for the case-management team, e.g., scheduling meetings and correspondence with families and agency representatives. E

8. Attend required meetings and in-services. E

9. Maintain participation in CA DMV Assessment System/Automatic Pull Program. E

10. Utilize technology to input, create, maintain, or update records, reports, or other related information.

11. Effectively communicate and maintain cooperative relationships with those contacted in the course of work in both English and Spanish.

12. Perform other related duties as assigned.

SALARY

Classified Unit Salary Schedule

QUALIFICATIONS

Knowledge/Ability
Minimum Requirements:
Knowledge of community resources including mental and physical health and social services agencies.
Knowledge of the concepts of culture and sensitivity to cultural diversity.
Ability to activate a personal computer and load software from a disk and/or CD-ROM.
BILINGUAL NEIGHBORHOOD SERVICES WORKER (continued)

QUALIFICATIONS (continued)

Knowledge/Ability

Minimum Requirements:
- Ability to enter requisitions, purchase orders and receipts into computer, and verify quantities and prices.
- Knowledge of and ability to use e-mail and calendaring programs.
- Knowledge of and ability to use word processing, database and spreadsheet programs to develop and produce correspondence, reports, publications, presentations and projects.
- Knowledge of modern office methods and practices.
- Ability to perform a variety of responsible tasks with speed and accuracy.
- Ability to perform basic arithmetic calculations with speed and accuracy.
- Ability to express initiative, adaptability and confidentiality.
- Ability to establish and maintain accurate records and files.
- Ability to operate modern office equipment (e.g. ten-key calculator, duplicating machine, fax machine, etc.).
- Ability to understand and carry out oral and written instructions given in English.
- Ability to use correct English grammar, syntax, spelling and punctuation.
- Ability to work cooperatively with a wide variety of personalities and situations requiring diplomacy, friendliness, poise and firmness.
- Knowledge of general first aid procedures, if assigned to a school site.
- Ability to speak designated language using correct grammar and syntax.
- Bilingual and biliterate in English and Spanish.

Desirable Qualifications:
- Ability to create and initiate a mail merge using a word processing program.
- Ability to access the Internet using a search tool or Web address to locate information, bookmark and print electronic information.
- Knowledge of school operation, policies, regulations and procedures.

Experience

Minimum Requirement:
- None

Desirable Qualification:
- One (1) year accounting, bookkeeping, clerical, secretarial experience performing basic work tasks.

Education

Minimum Requirement:
- Graduation from high school or General Education Development (GED) Certificate or California High School Proficiency Examination (CHSPE) Certificate.

Licenses/Certificates

Minimum Requirement:
- Typing certificate evidencing an ability to keyboard at a net rate of 35 words per minute.
- Valid CA Drivers’ License.
- Must provide a DMV printout within five (5) work days of offer of employment.
- District Bilingual Assessment Certificate

Physical Characteristics

With or without the use of aids:
- Sufficient vision to read small print.
- Sufficient depth perception to file documents.
- Sufficient hearing to hear normal and telephone conversations.
- Ability to speak in a voice that can be clearly heard and understood on the telephone and in face-to-face conversations.
BILINGUAL NEIGHBORHOOD SERVICES WORKER (continued)

Physical Characteristics (continued)
  With or without the use of aids:
  Sufficient dexterity to manipulate small objects, print or write legibly, operate telephone, use computer
  keyboard, typewriter and other business machines.
  Sufficient physical ability to sit or stand for prolonged periods of time.
  Sufficient physical ability to reach horizontally and vertically with arms.

REPORTS TO

Healthy Start Project Coordinator, or designee

Cabinet Approved: 1/12/16
Unit Approved: 1/27/16
Board Approved: 2/9/16