



T U L S A

PUBLIC SCHOOLS

Job Title: Student Engagement Program Specialist

Department: Student and Family Support Services
Reports To: Senior Director of Student Engagement
Grade: CA-12
Number of Days: 12 Months
Security Access: Education Service Center
Current Date: April 12, 2016
Overtime Status: Exempt

Mission and Vision: Tulsa Public Schools is the destination for extraordinary educators who work with our community and families to ignite the joy of learning and prepare every student for the greatest success in college, careers and life.

Our mission is to inspire and prepare every student to love learning, achieve ambitious goals and make positive contributions to our world.

Core Values: Our core values guide how we work and interact with each other at every level of the organization. We embrace and embody these values every day:

- **Equity:** All children deserve the opportunity to develop their full academic and social potential. Our diversity is a community treasure, and we must foster an inclusive environment by examining biases and resolving unfair practices.
- **Character:** We are honest, trustworthy and have high standards of behavior. We do the right thing even when it is hard. While we do not always agree, we treat one another with kindness and respect.
- **Excellence:** We work hard together and expect a lot of one another because high standards produce exemplary knowledge, skills, abilities and mindsets.
- **Team:** We care for one another, support the personal and professional development of one another, and work together to improve our community
- **Joy:** Joy at school and at work makes us more productive, because when we create, innovate and imagine, our motivation grows. We want to ensure that everyone knows the excitement that comes from working deeply on a problem, task or concept and experiencing breakthrough moments.

Position Summary: Student and Family Support Services provides data driven, multi-tiered prevention and intervention services for students, schools, and families to address the social, emotional, behavioral, health, and safety needs of all students.

The Student Engagement Program Specialist will provide program support for the Positive Guidance, Student Services, and Discipline Support areas. This position plays an integral part in providing a service-oriented relationship with students, parents, and district staff, ensuring the smooth and efficient operation of the department.

Minimum Qualifications:

- Bachelor's degree.
- Three (3) year work experience in school system or youth development setting.

Responsibilities and Essential Functions: The following duties are representative of performance expectations.

Perform operational duties such as greeting visitors, answering inquiries, screening telephone calls, and routing incoming calls and mail.

- Coordinate and assist in resolution of parent/family complaints/concerns and maintain records.
- Assist with preparation and logistics of cross-department program planning meetings.
- Coordinate ban letter process and maintain records.
- Responds to inquiries from a variety of internal and external parties (e.g. schools, staff, parents, students, public agencies, etc.) for the purpose of providing information, facilitating communication among parties and/or providing direction about student support services.
- Prepare department communications and materials (i.e. memos, letters, reports, letters, reports) to administration, schools, parents/families, community organizations, and other stakeholders.
- Establish and maintain recordkeeping system for department, make posting entries to various departmental records, such as ban letters, parent/family concerns, Munis, TIPS, etc. and ensuring proper and timely routing of records.
- Draft MOUs and oversee processes for school board submissions.
- Assist in the preparation of program evaluations for department.
- Create, update, and maintain department webpages, social media sites, and other outreach mediums.
- Compile and monitor data for compliance with state and federal guidelines.
- Maintains office supply budget and stock of office supplies, including monitoring inventory and reordering as required.
- Assists other personnel as may be required for the purpose of supporting them in the completion of their work activities.

Skills and Abilities Required: The following characteristics and physical skills are important for the successful performance of assigned duties.

- Good public relations, verbal and non-verbal written skills, and must have experience with productivity software—i.e. MS Word, Excel, database management systems, etc.
- Basic project management experience and skills.

- Understands the policies and procedures related to the services performed by the student services.
- Ability to collaborate with others to ensure appropriate support and assistance is provided.
- Perform under stress, deal with persons acting under stress and displaying emotional distress and adapt when confronted with emergency situation.
- Ability to speak Spanish a plus.

Supervisory Responsibility: None

Working Conditions: Exposure to the following situations may range from rare to frequent based on circumstances and factors that may not be predictable.

- Standard office environment

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