



CONSOLIDATED SCHOOL DISTRICT OF NEW BRITAIN
TALENT DEVELOPMENT OFFICE

Family School Liaison

POSITION SPECIFICATIONS

REPORTS TO

Attendance Supervisor

PRIMARY FUNCTION

The Family School Liaison (FSL) assists in maintaining an acceptable level of school attendance by providing counseling and support to students and families facing chronic absenteeism issues. The FSL facilitates or arranges comprehensive educational and supportive services for families and their children. Additionally, the FSL coordinates collaboration with school staff and funding agencies to ensure adherence to all required program components. The FSL also plans events and workshops for students and families.

QUALIFICATION PROFILE

CERTIFICATION / LICENSE

- Valid driver's license
- Certification as a parent educator or similar certification program recommended

EDUCATION

- High school diploma or equivalent, with at least two years of relevant work experience required
- Associate's degree or equivalent (60 college credits) preferred
- Bachelor's degree in a related field such as Education, Social Work, Psychology, Human Services or Sociology strongly preferred

EXPERIENCE

- At least two years of experience in education, community outreach, social work, or a related field, with a focus on working with children and families
- Experience in coordinating programs or services that support student attendance, family engagement, and community resources
- Proven ability to work directly with children, parents, and families, offering support to address challenges such as chronic absenteeism, behavioral issues, or other barriers to academic success
- Experience in collaborating with school staff, social services, and community organizations to provide comprehensive support to families and ensure students' needs are met

SKILLS, KNOWLEDGE & ABILITIES

- Knowledge of social work principles and practices, with a particular emphasis on addressing chronic attendance issues and student barriers to academic success
- Familiarity with community resources and support services to meet the diverse needs of students and families
- Ability to independently assess and identify attendance-related problems, determine appropriate interventions, and make referrals to relevant services or resources
- Strong organizational skills with the ability to maintain accurate, confidential records and documentation
- Commitment to adhering to confidentiality standards and protecting sensitive student and family information
- Ability to build positive relationships and establish rapport with students and their families, ensuring they feel supported and understood
- Clear and effective verbal and written communication skills, ensuring information is conveyed accurately and

compassionately

- Proven ability to interact effectively with school staff, administrators, and the broader community to support student success
- Fluency in English and proficiency in a second language is highly desirable; Spanish language skills are preferred
- Ability to follow instructions, both written and oral, and apply them in a practical setting
- Strong capacity to work independently, managing tasks and responsibilities without constant supervision
- Familiarity with office procedures, including efficient record-keeping, scheduling, and processing paperwork
- Strong interpersonal skills, with the ability to foster positive relationships with both school staff and the families they serve
- Proficient with Microsoft Office and Google Workspace for managing documents, communications, and scheduling
- Must be able to be understood in face-to-face communications and speak with a level of proficiency
- Must be able to use technology, walk, use hands and stand for prolonged periods
- Must be able to push, pull or lift at least 15 pounds

ESSENTIAL PERFORMANCE RESPONSIBILITIES

- Collaborates closely with the Attendance Supervisor, school administration, and staff to assess family needs and provide responsive services, ensuring compliance with program requirements
- Plans, organizes, and prioritizes work in alignment with established procedures and standards
- Works in cooperation with school personnel to implement the Board of Education's policies on student attendance
- Receives and reviews case referrals from school personnel, promptly assessing and responding to the needs of students and their families
- Maintains a caseload, ensuring that families and students receive appropriate resources and support
- Investigates the reasons for student absenteeism, developing an action plan to address attendance issues and intervene as needed
- Conducts outreach, including phone calls, in-school visits, and home visits, to discuss attendance issues with students and their families
- Reports cases of child neglect or abuse to the Department of Children and Families (DCF) as required
- Works closely with school staff to identify attendance-related challenges and provide appropriate support services to students and families
- Documents and reports findings and actions regarding student absenteeism to relevant authorities or school officials
- Maintains comprehensive records of case activities, including phone contacts, home visits, written correspondence, and a detailed student contact log
- Collects and compiles statistical data on attendance patterns and prepares reports for local and state agencies, as well as the Attendance Supervisor
- Serves as a liaison between schools, students, and parents to facilitate communication and support students in overcoming attendance challenges
- Reports regularly to the supervisor on case progress, actions taken, and outcomes achieved
- Provides parenting education through group sessions or home visits when appropriate, helping families understand the importance of regular school attendance

ADDITIONAL DUTIES

Performs other related tasks assigned by building administrator(s) or designee

EQUIPMENT

Uses computers, network systems, provided district technology and job-related equipment as required

TRAVEL REQUIREMENTS

Travel to schools as needed

TERMS OF EMPLOYMENT

SALARY & BENEFITS

- Benefits and salary aligned with Local 6621 contract
- Non-exempt position

WORK SCHEDULE

- In accordance with Local 6621 contract
- Must be able to work flexible hours to accommodate the needs of the position

UNION AFFILIATION

Local 6621, New Britain Federation of Educational Professionals

Job description is illustrative of tasks and responsibilities. It is not meant to be all inclusive of every task or responsibility.

The Consolidated School District of New Britain (CSDNB) is an affirmative action and equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, disability, age, sexual orientation, gender identity, national origin, veteran status, or genetic information.

Applicants requiring reasonable accommodations for the hiring process must request the necessary accommodations when scheduled for an interview.

CREATED: 4/22/19 SS
PERSONNEL REVIEW: 4/29/19
BOARD APPROVED: 05/06/19
REVISED: 12/05/23 JV
PERSONNEL REVIEW: 12/18/23
BOARD APPROVAL: 01/08/24
REVISED: 04/2025 NS
PERSONNEL REVIEW: 04/28/2025
BOARD APPROVAL: 05/05/2025