

Position: Community Engagement Coach

Reports to: Community Engagement Coordinator

Description: The Community Engagement Coach serves as an important part of the school team and actively participates in the support of current PA Distance Learning Charter School families. This staff member works with families to find the supports they need to achieve success by providing opportunities for orientation, education, and community resources. Interactions with the Family Engagement Coach establish an important conduit in bringing the school, community, and families together in building crucial strong relationships.

Key Responsibilities:

- Assist with parent and family onboarding and continue process orientation throughout a family's term of enrollment. This will include ongoing parent orientation sessions, and other parent and family outreach as determined by the school administrative staff
- Travel for recruiting, field trips, family involvement and other school related business as assigned
- Implement and monitor programs, as set forth by the Community Engagement Coordinator, to bolster parent/guardian participation in school life
- Develop processes and procedures under the guidance of the Community Engagement Coordinator
- Assist, as needed, in recruitment efforts
- Develop relationships with community leaders and community organizations to provide resources and support to the school
- Assist families by collaborating with community resource providers and social work agencies
- Work with families and students to facilitate an optimal school environment; engage in a collaborative process to help address individual and family goals
- Respond professionally and in a timely manner (24 hours) to current families
- Provide information to parents in an effort to educate them on all of the school's resources in an effort to better student achievement, performance and to access higher education and/or training
- Develop and cultivate long-term working relationships with current families to increase the retention of students by engaging inquirers in meaningful conversation to assess their needs, and interests applicable to success within our online setting
- Hold school inquiry conversations which include inquiring as to why they are considering leaving our school, educating those inquiring about what services our school can provide to assist families in situations where they are not having success in our school in order to help them to determine if their goals align with our program parameters and the school's mission
- Collaborate with all departments in the school, as well as the School Nurse to provide families with accurate information to meet public cyber school regulations
- Maintain confidentiality of student and family information
- Active engagement in individual, department and school-wide initiatives and professional development.
- Must hold a valid PA driver's license and be able to operate a school van
- Provide phone coverage during school hours as assigned
- Complete other school related tasks as assigned
- Adapt to changes in the workday schedule which may fall outside of normal business hours and work days.

Problem Solving/Analysis:

When dealing with applicants, colleagues, or outside vendors utilize effective communication skills by collaborating with Supervisor and team members in order to take the best course of action. Use discretion and uphold confidentiality when discussing and reviewing situations that may need additional guidance. Determine, plan, and execute the most viable strategy for a successful outcome.

Education Level:



- Bachelor's degree in Social Work, Psychology or Education preferred.

Experience:

- Experience with working with families of school age students
- Working knowledge of academic programs, including curricula and admissions requirements
- Progressive experience in community relations and parent engagement
- High level of multi-modal communication experience
- Ability to analyze and synthesize large amounts of information quickly
- Superior interpersonal skills
- Developing processes and procedures

Skills/Abilities:

- Strong verbal for phone and written communication skills
- Demonstrated professionalism and ability to work effectively with supervisors
- Demonstrated creativity, resourcefulness, and keen judgement
- Outstanding organizational skills and attention to detail
- Must be self-motivated and able to work independently as well as be an integral member of a team-oriented office

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