



Loudoun County Public Schools

HUMAN RESOURCES AND TALENT DEVELOPMENT JOB CLASS SPECIFICATION

Certified: 10/8/2024

Family Liaison

Pay Scale: B

Level: 6

FLSA Status: Non-Exempt

Job Family: School-Based Support

Primary Location: School-Based

Department Overview

The Department of Communications and Community Engagement (DCE), formerly the Office of Communications and Community Engagement (CCO), serves as the voice of LCPS. The DCE provides in-house public relations, communications, and advertising services to the school division, ensuring two-way communications to help build reputation, attract and retain a world-class workforce (Employer of Choice) and provides support and information for schools, parents/guardians and other community stakeholders. The department produces strategic communications, superintendent messaging, social media campaigns, crisis and incident communications, and performs crisis and public relations functions for more than 13,000 employees and a community of more than 82,000 students across over 100 schools and facilities.

Job Overview

The primary role of the Family Liaison is to empower families to become active participants in the education of their children. The Family Liaison works directly with the local school administration and staff by serving as a resource for families within their school community. Family liaisons provide families with a variety of information about programs, school requirements, resources, special events, and/or activities. Family liaisons also provide families with information about community, nonprofit, and government organizations within Loudoun County to assist with basic needs.

Roles and Responsibilities

The following information is intended to describe the overall nature and scope of the work being performed. This is not a comprehensive listing of all responsibilities or tasks; work may differ and other work may be assigned when deemed appropriate.

- Serve as a person of trust and first point of contact for families seeking information about and resources within their child's school
- Encourage and facilitate family engagement and participation in the child's education
- Refer families to resources and organizations within the local community to assist with meeting basic needs
- Help families navigate school technology to include ParentVUE, Schoology, Permission Click, email, etc.
- Assist families in applying for LCPS and school supported programs such as free & reduced meals, McKinney-Vento, ParentVUE verification, etc.
- Educate families on understanding and navigating the school culture, policies, procedures and practices,
- Regularly disseminate information to families about school and community events, programs, resources, and initiatives
- Request interpreters for school meetings and events
- Keep current on services provided by community-based organizations, nonprofits, and other providers within Loudoun County
- Collaborate with the school administration, school social worker, school counselor, and other staff to ensure full wraparound support for families and students in need

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- Facilitate school and community partnerships for initiatives such as weekend meals, clothing distribution, school supplies drives, and others, which may involve picking up supplies from community partners
- Keep current on services provided by community-based organizations, nonprofits, and other providers within Loudoun County
- Promote an equitable, welcoming and accepting atmosphere for learners and families of all backgrounds, and
- Assist families and students to access the resources available at the school and county level

Qualifications

Below are the minimum qualifications for this job. Equivalent combinations of education and experience are also acceptable.

Education

High School Diploma or GED

Experience

Experience working with diverse cultures and backgrounds

Previous experience assisting students, families, or clients with resource navigation

Licenses and Certifications

Knowledge, Skills and Abilities

- Effective oral and written communication skills
- Ability to relate well to people of all ethnic groups
- Strong organizational skills
- Ability to travel between work sites or other locations throughout the day as required to meet staffing or operational needs

Physical Requirements

The following provides a brief description of physical requirements for this job:

While performing the duties of this job, the employee is regularly talking, expressing or exchanging ideas by means of the spoken word. The employee must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly. The employee must possess normal cognitive abilities including the ability to learn, recall and apply certain practices and policies. Frequently sitting and/or remaining in a stationary position for long periods of time. Exerting up to 25 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.

Equal Opportunity Employment

The Loudoun County School Board seeks to cultivate a high performing team of professionals focused on its mission and goals. The School Board values merit and excellence within its workforce and encourages the highest levels of professionalism for all its employees.

The School Board also recognizes and values the diversity of the students and broader community it serves and encourages diversity within its workforce.

The Loudoun County School Board is an Equal Opportunity Employer. The School Board does not discriminate against qualified applicants or employees on the basis of actual or perceived race, national origin, ancestry, color, sex, sexual orientation, gender identity, pregnancy, childbirth or related medical conditions, marital status, age, religion, disability, genetic information, veteran status or any basis protected by law.

ADA Accommodations Disclosure

Under the Americans with Disabilities Act (ADA), Loudoun County Public Schools is required to provide reasonable accommodations to qualified employees with disabilities, unless doing so would pose an undue hardship. Qualified employees are those who hold the necessary education, skills, and experience for the job; and who can perform its essential responsibilities, with or without an accommodation.

Remote Work Disclosure

The following guidelines apply to jobs and positions where employees have been identified as having the potential to work remotely. Remote work is defined as completing one's duties and responsibilities at a site other than one's assigned duty location. In order to be eligible for remote work privileges, an employee must have demonstrated consistent, positive performance and have the support and approval of their direct supervisor. In addition, these employees must have reliable high-speed internet and a designated workspace that allows them privacy while completing sensitive and confidential work. Employees who are non-exempt and are working remotely will work their regular scheduled hours and gain prior approval from their supervisor if they work more than 8 hours a day or more than 40 hours in a workweek. Remote work privileges can be amended, changed, or revoked based upon the performance of the employee, as well as the needs of Loudoun County Public Schools.