



Loudoun County Public Schools

HUMAN RESOURCES AND TALENT DEVELOPMENT JOB CLASS SPECIFICATION

Certified: 10/1/2025

Welcome Center Family Liaison

Pay Scale: B

Level: 6

FLSA Status: Non-Exempt

Job Family: Central Office Support

Primary Location: Welcome Center East

Department Overview

The Department of Teaching and Learning (DTL) is charged with the development and implementation of high-quality education to improve student learning. DTL provides leadership, support, direction, and resources in the areas of curriculum, instruction, and assessment to create a climate of success for all learners. The Department includes the following teams: Teaching and Learning; Academic Programs; Career and Technical Education; English Learners; and Professional Growth and Innovation.

Job Overview

The Welcome Center Family Liaison is a member of the Welcome Center's Enrollment Support Team and is responsible for helping families navigate their appointments at the Welcome Center, connecting families to school/community resources, connecting families to their school-based Family Liaison, and conducting social/academic history interviews. In addition to the school-based Family Liaison, the Welcome Center Family Liaison collaborates with other members of the Welcome Center office, the Division of English Learner's Family and Community Engagement Office, and the Loudoun County Public Schools' Division of Family and Community Engagement.

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.

- Welcome families to Loudoun County Public Schools and assist the Welcome Center in creating a warm, welcoming, and affirming environment
- Conduct student/family interviews, in person or via phone, to gather social/academic histories of students and provide families with school and community resources
- Research, connect, and collaborate with community agencies to be able to share appropriate information with families; maintain information databases, and literature displays with the school and community resources and information
- Assist families with applying for LCPS services, as appropriate, via various online portals, including, but not limited to, ParentVue, McKinney-Vento, and LINQ Connect
- Update and maintain Welcome Center family-facing publications
- Participate in LCPS Family Liaison meetings, other division-level family engagement meetings, and assist Welcome Center Counselors with planning for Enrollment Support CLTs
- Coordinate the work of the Welcome Center's part-time, hourly Enrollment Support Team members, in collaboration with a Welcome Center Counselor
- Maintain databases, to include entering, editing, and correcting data as necessary, and produce reports, lists, summaries, and other documents from databases

Qualifications

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

Education

High School Diploma or GED; Bachelor's Degree

Experience

Two (2) years of related experience

Licenses and Certifications

Knowledge, Skills and Abilities

- Possess strong oral and written communications skills in English and another language, Spanish preferred
- Excellent interpersonal and telephone skills to work with families as well as establish and maintain effective working relationships with school and community agency personnel
- Substantive organizational skills
- Ability to maintain confidentiality and demonstrate good judgment, tact, and courtesy
- Proficient working with Google and Microsoft Office Suites and knowledge of Student Information Systems (SIS) and data record keeping

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.