

Pflugerville Independent School District - Job Description

Job Title/Position:	Specialist - Family & Support Services - International Welcome Center	Department/School:	Multilingual
Pay Information:	Educational Leadership Compensation Plan	Supervised By:	Multilingual Director or Designee
FLSA:	Exempt	Date Revised:	January 2023

Primary Purpose:

Work with parents/guardians, students, and Campus/District personnel to provide comprehensive, holistic support and community advocacy throughout all Pflugerville ISD schools. The Refugee Support Program Specialist will support the International Welcome Center Coordinator. Incumbent will plan and execute support services for a diverse group of newly arrived refugee families. This position is a grant funded position, guaranteed for the 2023-2024 school year. Funds are not guaranteed beyond this time limit.

Minimum Qualifications (Experience/Education/Certification):

Bachelor's degree; three-year experience as a classroom teacher and/or three years of demonstrable experience working with refugee/asylee populations.

Major Responsibilities:

1. Assist families with registration process.
2. Coordinate language testing.
3. Collect school records for evaluation.
4. Conduct home visits as needed.
5. Develop holistic support program for refugee families and students of all ages. Assess the ongoing needs of newly arrived families while developing community partnerships to address their needs as they arise.
6. Manage and facilitate community support groups for refugee populations. These groups will focus on culturally competent manners of engaging families in ways that promote strong communal bonds and social emotional wellbeing.
7. Manage onsite refugee support in schools. Maintain partnerships with school administration.
8. Assist with planning and scheduling appointments with refugee families, and other support as needed.
9. Maintains partnerships with District and community-based agencies that provide critical resources for families with a particular focus on therapy and counseling.
10. Collaborate with existing case managers and support systems to help increase access to resources and solve complex problems that arise throughout the acculturation/resettlement process.
11. Maintain accurate, complete, and punctual records, as well as safeguard the privacy and confidentiality of information as required by law, District policy, and licensing requirements.
12. Ensure students and their families are provided services within the context of multicultural understanding and competence.
13. Implement and document grant guidelines, including but not limited to tracking data and preparing written reports.
14. Utilize evidence-informed practices, skills, and techniques that reflect the understanding of the role of culture in the helping process.
15. Provide exceptional customer experience for all PfISD stakeholders with intentional and professional practices that promote a culture of respect and focus on achieving equitable outcomes.
16. Explore additional grant opportunities and work through the respective application processes to obtain additional resources and funding for students, staff and families of the International Welcome Center.
17. Follow Educator Code of Conduct & all policies, procedures, laws and State/Federal regulations.
18. Perform other duties as assigned.

Special Knowledge/Skills:

- Knowledge of all applicable federal, state, local laws, and guidelines and procedures.
- Knowledge of different cultures.
- Teacher certification preferred.
- Bilingual/ESL certification and teaching experience preferred.
- Skill in communicating effectively with others.
- Skill in working with computer tools, including but not limited to, email, internet, word processing and spreadsheets.
- Skill in working in collaborative team-based environments.
- Skill in working with and presenting to diverse populations of students, parents, teachers, and community members.

Supervisory Responsibilities:

None.

Working Conditions (Mental Demands/Physical Demands/Environmental Demands):

Prolonged use of computer; work regularly requires work outside the normal work week; must be able to push, pull, lift, and/or carry at least 30 lbs; frequent in-district travel.

The foregoing statements are intended to describe the general nature and level of work being performed by employees assigned to this job title. They are not intended to be construed as an exhaustive list of all responsibilities, duties, knowledge, skills, and abilities required.

Employee's Signature: _____ Date: _____

Employee's Printed Name: _____