

LEAD SPECIAL EDUCATION REFERRAL AIDE

- DEFINITION:** Under general supervision of the Special Education Regional Manager, oversees day-to-day operations of referral desk; monitors workload and trains Special Education Referral Aides; provides initial County Office contact regarding the Multi-Agency Regional Referral Team (M.A.R.R.T.) process for agencies and families entering California Early Start (CES); works with families, agencies and professional staff to collect required data and necessary authorization, and to resolve referral problems or issues.
- TYPICAL TASKS:** Monitors workload and recommends appropriate staffing levels for referral desk; trains and participates in the evaluation of Special Education Referral Aides; screens incoming mail and phone calls related to CES; assembles and mails necessary forms and information regarding CES referral process to interested families; provides support, encouragement and information to parents; informs Special Education Regional Manager(s) and/or assigned Social Worker(s) of needs and concerns of families, including educational needs; meets with regional team to determine appropriate placement for infant/toddler; plans and implements referral desk clerical activities and processes; submits monthly record of hours spent contacting families and agencies; prepares statistical reports from data gathered; originates form letters to be sent to families and referral agencies; provides follow-up with agencies to ensure receipt of necessary forms or records, and to resolve referral problems or issues; maintains records and files in prescribed program format; types letters, reports and various other types of correspondence; proofreads documents and reports; provides training to new program staff and outside agencies regarding the referral process; operates standard office equipment such as copiers and computers; participates in ongoing training and inservice meetings as assigned; performs related duties as required.
- MINIMUM QUALIFICATIONS:** Knowledge of: principles of training and providing work direction; office methods, equipment and procedures. Ability to: provide work direction and guidance to others; monitor workloads and train Special Education Referral Aides; maintain records and files; prepare form letters and reports; type accurately at a rate sufficient for successful job performance; establish and maintain cooperative working relationships with parents, teachers and educational and community agencies; work under program deadlines and with families experiencing stressful conditions; communicate effectively orally and in writing with varied clientele; work with minimum supervision; and provide own transportation to and from field assignments.
- EXPERIENCE and EDUCATION:** A combination of education and experience which provides the required level of knowledge and skill. Typical qualifying experience would include substantial office/clerical experience of a progressively responsible nature demonstrating the typical tasks listed above. Experience working with special needs infants/toddlers, as well as, substantial public contact is highly desirable.
- LICENSES and CERTIFICATES:** A valid California Driver's License is required at time of appointment. CPR certification is desirable.

Established: 06/96

Revised: 06/00

Approved by the Personnel Commission: _____ June 28, 1996