

STUDENT SUPPORT SPECIALIST

412-A

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for providing student services in support of the overall academic goals and objectives of an educational institution to youth at risk through case management, advocacy and referral. The position may involve responsibility for identification of youth at risk and collaboration with human service agencies and personnel in various school districts to provide guidance and develop service plans to ensure successful placement of the youth into an appropriate academic setting. Although the work is performed under general supervision, the incumbent will have significant direct interaction with students and youth at risk and will require independent performance of most duties.

TYPICAL WORK ACTIVITIES: *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

Reviews referrals of youth to the program from schools and/or agencies and completes all necessary paperwork to enroll the youth in the appropriate school district;

Completes a coordinated service plan with families to identify service needs and potential resources to ensure academic success of youth at risk;

Maintains school related data on participating youth, including attendance, academic performance, referrals for behavior and other information as required by the program;

Works with teachers and other school staff to integrate program activities into curriculum and access supportive services for youth as needed;

Develops and implements on-going procedures for the identification of youth problems and needs;

Updates and distributes listings of Youth Service Providers;

Facilitates the enrollment of eligible youth into summer programs for the purpose of retaining and improving academic and social skills;

Evaluates community needs to develop additional programs;

Develops a positive relationship with local substance abuse groups;

Attends community meetings and creates a positive relationship with organizations that will support the academic success of youth at risk;

Makes home visits with families as needed;

Periodically reviews cases to determine changes in the individual or family situations affecting need of service;

Prepares reports and maintains records, as necessary utilizing common computer software programs.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARAC-

TERISTICS: Good knowledge of the educational system; good knowledge of compulsory education laws; good knowledge of the cultural, environmental and personal factors influencing the lives of persons who are economically or socially disadvantaged; working knowledge of dealing with educational and human service agencies; ability to establish rapport with students, teachers, governmental agencies and families and interact effectively with them in a school or community setting; ability to express ideas clearly, both orally and in writing; ability to plan and implement coordinated service plans; ability to operate a personal computer and utilize common office software programs; ability to effectively perform record keeping and clerical tasks.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents with a Bachelor's Degree or higher in the *human services field and one (1) year of experience involving direct interaction with youth at risk; or
- (B) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents with an Associate's Degree in the *human services field and three (3) years experience involving direct interaction with youth at risk; or
- (C) Completion of sixty (60) credit hours of coursework from a regionally accredited college or university or one accredited by the New York State Board of Regents and five (5) years experience involving direct interaction with youth at risk; or
- (D) An equivalent combination of training and experience as described in (A) and (B) above.

SPECIAL REQUIREMENT FOR APPOINTMENT: *Possession of a valid New York State Driver's License or otherwise demonstrate ability to meet transportation needs of the position.*

** The Human Services field includes social work, psychology, nursing, rehabilitation, education, occupational therapy, physical therapy, recreation or recreation therapy, counseling, community mental health, child and family services, sociology, speech and hearing or similar fields.*

NOTE: Your degree or credits must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree or credits were awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at: <https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

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Originated:4/21/04

Jurisdictional Class:Competitive

Public Hearing: N/A

NYS Civil Service Commission Approval: N/A

Removed from draft and placed in classplan

Revised in classplan on 02/20/07

Revised in Draft on 10/21/08

RepPlaced in Classplan on 11/05/08

Revised and Replaced in Classplan: 3/30/2023

Revised and Replaced in Classplan: 5/16/2025 (Edu)