



## OnTrack Greenville Community Support Liaison

**Reports To:** OnTrack Greenville Director of School & Community Engagement  
**FLSA Status:** Exempt

### WHO WE ARE

Greenville County continues to draw national attention as a popular destination for visitors and a magnet for new development. Too many people do not share in the success we enjoy as a larger community—they have been left out or left behind. Right now, nearly 60,000 people are experiencing poverty in our county. As the largest poverty-fighting organization in South Carolina, United Way of Greenville County’s unique ability to take on challenges like affordable housing, education, job training, transportation and other complex community issues—all at the same time—is unmatched.

### WHAT WE DO

Every school in Greenville County School District leverages the Early Warning Response System (EWRS) to monitor indicators of student progress toward high school graduation. Students who flag yellow, orange, or red, may be matched to tailored interventions and supports. What differentiates United Way OnTrack Greenville Schools are the multi-tiered supports provided through Communities in Schools staff, School-Based Health Services through Prisma Health, summer programming with BellXcel, and a staff member committed to navigating the Early Warning process.

OnTrack Greenville staff provide additional supports to students, families, and educators as part of a whole-child approach. This provides a true wraparound experience for students to keep them on their path to graduation and beyond.

In addition to student-level support, OnTrack Greenville looks at systems-level change to transform entire schools. The research shows that a positive school climate plays a critical role in keeping students happy, engaged, and academically on track. This is only possible through partnership with schools and educators, students and their families, philanthropic community organizations and support networks. The OnTrack Greenville Collective Impact Model brings everyone together to address—in real time—the barriers students face and keep them on track to success before they disengage.

### Mission and Vision

#### Mission:

OnTrack Greenville’s mission is to mobilize people and resources that eliminate barriers to success for students, families, and educators.



OnTrack Greenville is a program of United Way of Greenville County.

KEEPING STUDENTS ON TRACK TO GRADUATE ON TIME

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**Vision:**

OnTrack Greenville's vision is a Greenville County where all students have the tools and opportunities to achieve their full potential, graduate from high school, and become contributing members of their communities.

**Position Description**

The OnTrack Greenville Community Support Liaison provides up-to-date resources to support public school students. This individual will review and respond to completed intake requests from schools that identify specific needs for students and/or families determined through a school-based early intervention system. Referrals are provided through early warning indicators, attendance, behavior, and course performance. The Community Support Liaison is entrusted to provide accurate referrals and information to beneficially impact each individual circumstance. In this role, you will serve as an ambassador to teams of local school staff and organizations throughout the community, county, state, and nation. The ideal candidate will understand the complexities that disrupt success for students and families.

This role calls for a problem-solver who can assess the immediate need and potential contributing root cause factors and provide all available resources. Possess a strong understanding of systems and issues facing communities that include health care, mental health, education, mentoring, housing, homelessness, inadequate nutrition and food insecurity, child-care, unsafe neighborhoods, and under-resourced schools.

**Major Responsibilities**

- Compassion & systematically assessing situations are key to this role.
- The community liaison will work with no more than 2 contacts per school.
- Receive and review intake forms.
- Develop and return response plans to school team promptly. The response plan includes all possible resources, accurate contact information, eligibility requirements, any associated costs and summary of services.
- Maintain detailed records of requests and response plans.
- Seek and document feedback on results of interventions and response plans.
- Stay abreast of available resources and programs.
- Keep an ongoing directory of services and programs available.
- Effectively communicate with OnTrack teams, community organizations and governmental agencies.
- Cultivate relationships with school and community organizations representatives.



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### **Resource and Referral Navigation**

- Be a knowledge expert on community resources available to support students and families and facilitate partnerships with new community partners.
- Understand the barriers that families face in accessing resources, work collaboratively with schools and staff to identify solutions.
- Identify and share best practices that enhance relationships and foster collaboration between the school and community-based organizations and volunteers.
- Help schools create resource maps which identify the available school and community resources that can be used as response interventions.
- Integrate other United Way of Greenville County opportunities to meet the needs of the schools (e.g. donors, corporate volunteers, community volunteers, financial stability work, access to healthcare etc.).
- Engage community partners in addressing newly identified needs of students and issues.

### **Record Keeping, Data Management, Reporting**

- Maintain data on outputs within the community: results of community collaborations, track individual family assistance through community assistance funding sources.
- Collect and organize information and data as required for evaluation and for continuous quality improvement.
- Facilitate systems to share information and strategies with school faculty, staff and volunteers.
- Utilize data to support reporting requirements and create content for OnTrack newsletter.

### **Family Engagement**

- Work closely with school administrators, staff, and volunteers to build capacity, develop protocols, and the infrastructure to connect students and their families with established interventions and needed community resources.
- Possess the ability to connect families in crisis in cooperation with Communities In Schools Specialists, Social Workers, Family Engagement Coordinators, Health Professionals and other community entities.

### **Community Building and Supporting School Staff**

- Develop partnerships with community organizations to support the needs of students and families.
- Successfully execute large events that bring together, schools, staff, families, students, and community organizations.
- Cultivate greater opportunities to provide enrichment and create innovative interventions that motivate students and staff to focus on the A, B, Cs. (Attendance, Behavior, Course Performance).
- Regularly meet with school staff and identify trends and needs.

### **Soft Skill Requirements**

- Must show tact, sensitivity, and empathy in discussions with diverse groups of people.
- Must possess and deep understanding of the multitude of challenges families in poverty face.
- Must demonstrate flexibility. Immediate action may be necessary to assist with specific situations.
- Must have the ability to handle multiple tasks and assignments; prioritizes more important tasks while maintaining a good handle on others.





- Must be able to connect and influence a large and diverse group of people; is seen as a bridge; can build rapport and maintain meaningful professional relationships.

#### **Required Experience**

- Must be fluent in Spanish and be proficient in communicating effectively both verbally and in writing.
- Bachelor's degree in social work, human services, education, or a related field.
- 4-5 years of related professional experience.
- Experience in relationship building, program management, meeting facilitation, public speaking, and training.
- Working knowledge of best practices in family engagement, youth development and/or school culture improvements.
- Knowledge and use of current Microsoft Office and its applications.

#### **HOW TO APPLY**

Submit your resume and cover letter to [talent@unitedwaygc.org](mailto:talent@unitedwaygc.org) with 'OnTrack Community Support Liaison'

*United Way of Greenville County offers competitive compensation based on prior experience and qualifications as well as comprehensive benefits in order to best support our people. Benefits we offer include: health, dental and vision insurance where United Way of Greenville County pays generously towards the cost of these benefits for eligible employees and their families.*

*United Way of Greenville is an equal opportunity employer and value diversity. All employment is decided on the basis of qualifications, merit and business need.*



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