

## SAN DIEGUITO UNION HIGH SCHOOL DISTRICT

### **DIRECTOR OF COMMUNITY RESOLUTION AND OUTREACH**

#### **JOB SUMMARY**

Under the direction of the Superintendent, the Director of Community Resolution and Outreach will function as an independent and objective body that reviews and evaluates compliance issues/concerns within the organization and monitors and evaluates compliance with Title IX federal legislation.

In addition, the Director of Community Resolution and Outreach acts as the district's ombudsperson where they assist parents and students in navigating the complexity of district operations. The ombudsperson also manages the intake, monitoring, resolution, and recordkeeping of formal and informal complaints from students, parents, and members of the public on school-related issues.

#### **ESSENTIAL FUNCTIONS**

- Responds to alleged violations of rules, regulations, policies, and procedures by evaluating and/or recommending the initiation of investigative procedures and assisting in the investigation and resolution of such complaints per state and federal law, and district policy.
- Acts as the District's Title IX Coordinator.
- Acts as the District's Chief Compliance Officer and is responsible for receiving, coordinating, investigating, and reporting on complaints and for complying with state and federal civil rights laws.
- Acts as an independent review and evaluation body to ensure that compliance issues within the organization are being appropriately monitored, evaluated, investigated, and reported.
- Initiates action, including investigation as necessary to ensure that all schools maintain a safe environment.
- Provides policy information, guidance, and training to district staff as needed.
- Provides consultation to members of the SDUHSD community.
- Assist inquirers to help resolve issues.
- Conducts confidential, neutral, and independent inquiries of a wide range of complaints.
- Acts as a liaison between individuals or groups.
- Provides referrals to other supports and resources when possible and appropriate.
- Assists in responding to requests under the Public Records Act.
- Other duties as assigned.

#### **QUALIFICATIONS**

Knowledge of:

- Applicable sections of State Education Code and other applicable laws.
- District policies and procedures.
- Title IX and Uniform Complaint Procedures.
- Techniques of conflict resolution and customer service.
- Practices and procedures of efficient organization and supervision.
- Practices, procedures, techniques, and strategies for determining operational effectiveness.
- Principles and practices of supervision and training.
- Human relations, conflict resolution strategies, and team building principles and techniques.

Ability to:

- Demonstrate effective organizational and administrative leadership.
- Read, interpret, apply and explain rules, regulations, policies, and procedures.
- Listen supportively and empathetically.
- Effectively respond to constituents in a culturally sensitive manner, including the most sensitive inquires or complaints.
- Demonstrate effective organizational and administrative leadership.
- Meet deadlines and effectively prioritize workload and conflicting demands.
- Supervise and evaluate subordinates.
- Establish, maintain and nurture professional relationships with parents, community members, students, management, colleagues, staff and school related outside agencies.
- Maintain awareness of community resources available to assist students and families.
- Analyze and evaluate data for specific use.
- Demonstrate organizational, time management, analytical and problem-solving skills.
- Communicate effectively both orally and in writing using sensitivity.
- Train and instruct others in performance of their duties.
- Understand and carry out oral and written instructions.
- Use interpersonal skills with patience and courtesy.

### **WORKING ENVIRONMENT**

The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling, and significant fine finger dexterity. Generally, the job requires 80% sitting, 10% walking, and 10% standing. Travel to various school sites.

### **EDUCATION**

Master's degree in educational leadership or related to the job field.

### **EXPERIENCE**

- A minimum of three years, of experience in school district administration or in organizations related to education (i.e. institutions of higher learning).
- Mediation or alternative dispute resolution experience is strongly desired.

### **CERTIFICATION REQUIREMENT**

- California Administrative Services Credential/or Certification of Eligibility for Administrative Credential (required)
- California Pupil Services Credential or Teaching Credential (required)

Board Approved: December 14, 2023