



JOB DESCRIPTION

Position Code: 785
Management Group: SJAA
Salary Range: 12
Work Calendar: 003
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POSITION TITLE: Coordinator, Family/School Problem Resolution

DEFINITION: Under direction, acts as an impartial dispute resolution intermediary to resolve differences, disagreements and miscommunications between stakeholders that come to the Community Relations department; implements strategies which encourage the development of a culture supporting responsibility, trust, cooperation and fairness in the administration of policies and procedures.

DIRECTLY RESPONSIBLE TO: Director, Family Engagement and Partnership Development

SUPERVISION OVER: Classified staff as assigned

DUTIES AND RESPONSIBILITIES: (Any one position may not include all of the duties listed; the listed examples do not include all duties and responsibilities that may be found in positions within this classification.):

1. Collaborates with families to provide a variety of services including client advocacy, crisis support, case management, information and referral to provide students access to high quality learning options and programming.
2. Provides impartial and confidential consultation to families, students, staff and others related to a problem resolution concern regarding an alleged violation, misinterpretation or improper application of district policies and procedures or alleged improper treatment.
3. Serves as an ombudsperson to advocate for fairness and assists in the resolution of concerns and critical situations.
4. Facilitates the informal resolution process to address concerns of families, students, district staff and others through mediation.
5. Investigates all concerns brought forth by parents/guardians or community members related to schools that are not resolved at the school level, redirecting issues to the appropriate department.
6. Collaborates with district administration to investigate formal complaints from parents or community members.
7. Develops and conducts district-wide training programs for all staff related to dispute resolution, de-escalation, and related skill sets and evaluates the effectiveness of trainings provided.
8. Develops systems within the district to improve communication and resource sharing among school sites and district departments related to complaint resolution and other assigned topics.
9. Collaborates with district departments, school sites, family groups, outside agencies and other personnel to coordinate activities, resolve issues or concerns, exchange information, and accomplish district stated goals.
10. Fosters a culture supporting equity and social justice within school communities served by the district.
11. Advocates for families and students in obtaining access to social services to improve self-sufficiency for the family unit.
12. Collects, analyzes and reports data to ensure effectiveness of efforts and to foster greater understanding of work among stakeholders for assigned areas of responsibility.
13. Serves as a department representative on district and community committee, as required.

14. Provides direction to families and district staff to ensure comprehension of established procedures and processes.
15. Attends workshops, meetings, and other trainings related to assigned areas of responsibilities and incorporates knowledge gained in providing services to students, families, and school sites.
16. Performs related work as required.

QUALIFICATIONS:

Education and Experience:

Any combination of education and experience equivalent to a bachelor's degree from an accredited college or university with at least three years of experience developing family/school partnerships or implementing formal problem resolution strategies in an organization; postgraduate coursework is preferred; experience as a school site vice principal or principal is highly desirable; experience working with diverse groups of stakeholders is also highly desirable.

Licenses and Certificates:

- Valid Class C driver's license issued by the California Department of Motor Vehicles within 30 days of hire or before driving any vehicle requiring this license

Knowledge, Skills, and Abilities:

- Knowledge of planning, organization and direction of problem resolution workflows and techniques
- Knowledge of applicable district policies and procedures and business practices
- Knowledge of budgeting and financial principles to maximize resources and control expenditures
- Knowledge of interpersonal skills using tact, patience, and courtesy
- Knowledge and skill in the use of computers and assorted software programs
- Ability to understand, interpret, apply, and explain applicable rules, regulations, policies and procedures
- Ability to work effectively with all levels of district staff, stakeholders, and members of the community
- Ability to communicate effectively both verbally and in writing with all levels of district staff, stakeholders, and members of the community
- Ability
- Ability to analyze data and prepare clear and concise written and verbal reports
- Ability to analyze situations and adopt an effective course of action
- Ability to establish and maintain records, and maintain a confidentiality of privileged information obtained in the course of work
- Ability to analyze and resolve problems with tact and diplomacy
- Ability to work independently, with minimum direction, and make decisions within the framework of established guidelines
- Ability to establish priorities and meet deadlines

WORKING CONDITIONS:

Work Environment:

- Indoor office environment
- Moderate noise
- Continuous contact with staff, students, parents, and the community
- Frequent interruptions and significant distractions
- Contact with dissatisfied and/or uncooperative individuals
- Drive a vehicle to conduct work

Typical Physical Characteristics: (with or without use of aids; consideration will be given to reasonable accommodation).

- Communicate to exchange information both in person, in small groups, and/or on the telephone
- Inspect documents and other written materials with fine print
- Move about facilities to conduct work, including walking, sitting, or remaining in a stationary position for extended periods of time
- Operate office equipment requiring repetitive hand movement and fine coordination

Hazards:

- May work under highly stressful and/or emergency situations

Other Characteristics:

- Ability to work additional hours and weekends on occasion
- Ability to travel locally

This job description is not a complete statement of essential functions and responsibilities. The district retains the discretion to add or change typical duties of a position at any time.

Board Approved: 1/15/2020