
PERSONNEL COMMISSION

LONG BEACH
UNIFIED SCHOOL DISTRICT
Excellence & Equity

Class Code: 5337
Salary Range: 35 (M2)

MANAGER - CAMPUS STAFF ASSISTANT PROGRAM

JOB SUMMARY

Under general direction, plan, organize and manage the daily administrative and operational activities for the operations, staff, programs and activities of the Campus Staff Assistant (CSA) program for the District; train and evaluate the performance of assigned staff; perform related duties as assigned.

EXAMPLES OF DUTIES

The classification specification does not describe all duties performed by all incumbents within the class. This summary provides examples of typical tasks performed in this classification.

- Manage, oversee, plan and organize the Campus Staff Assistant (CSA) program for operational efficiencies; develop and implement standardized processes and procedures across campuses and throughout the District. **E**
- Serve as a role model and mentor to staff and students; train and oversee staff in providing guidance to students regarding appropriate behaviors and the importance of following school rules; develop and provide staff training to identify effective techniques to build rapport with students and assist in promoting a positive, productive, and safe campus climate. **E**
- Train and assist CSA's and CSA Supervisors in working with students' self-esteem building by providing examples and general guidance and support; develop and deliver policies, procedures and trainings to assist staff in guiding students to improve self-awareness and respect while encouraging positive behavior and relationships with adults and peers. **E**
- Serve as a CSA program point-of-contact with school site administrators to identify and intervene in conflicts between staff, individuals and groups of students and de-escalation situations; train staff and participate in assisting students to problem-solve issues and resolve conflicts in a positive and constructive manner. **E**
- Research and explore opportunities to expand, develop and implement additional student engagement, outreach and intervention strategies to support positive student behavior and school experiences and outcomes. **E**
- Develop and conduct in-service training for CSA's, CSA Supervisors and other designated staff regarding campus safety best practices, District and site protocols, and other related school safety issues; coach and encourage positive interactions and relationship building with and between CSA's, CSA Supervisors, students and staff. **E**
- Manage CSA staff activities and assist site administration and public agencies during emergencies such as lockdowns or evacuations; actively collaborate with District leadership, administration, School Safety and external agencies on Safety Plan

implementation; manage staff and implement protocols to escort students and staff to safe areas. *E*

- Develop standards, policies, procedures and training for staff to observe and monitor student behavior in alternative classroom environments, non-classroom activities, including, but not limited to, before and after-school and lunchtime activities, passing periods, and school activities such as dances and athletic events, referring students to an administrator as necessary. *E*
- Develop standards, policies, procedures and training for staff to ensure buildings and gates are secured in accordance with District and school policies and procedures, including participation in assisting administration with searches of student lockers and property; confiscate inappropriate items; arrange for temporary clothing for dress code infractions. *E*
- Develop and deliver standards, protocols, policies, procedures and training to staff in the preparation, maintenance and completion of a variety of reports, logs, and forms; prepare a variety of reports, personnel forms, requisitions and related documents. *E*
- Perform special projects and prepare related forms and reports; attend to administrative details on special matters as assigned. *E*
- Provide technical expertise, information and assistance to District administration, school site personnel and others to coordinate activities, resolve issues and conflicts and exchange information. *E*
- Train, supervise and evaluate the performance of assigned staff; assign, schedule and review the work of staff; coordinate and schedule overtime in accordance with District policies, practices and collective bargaining agreements; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions. *E*
- Attend and participate in a variety of meetings, workshops, trainings and conferences; prepare and make presentations related to assigned activities; serve on assigned committees. *E*
- Operate a variety of office equipment including a computer, software, two-way radio and telecommunications devices; drive a personal vehicle to conduct work, as needed. *E*
- Perform related duties as assigned.

Note: At the end of some of the duty statements there is an italicized "E" which identifies essential duties required of the classification. This is strictly for use in compliance with the Americans with Disabilities Act.

DISTINGUISHING CHARACTERISTICS

The Manager - Campus Staff Assistant Program develops and deploys system-wide standards, protocols, policies and procedures for the campus staff assistant program across campuses, ensuring consistency in implementation throughout the District. This classification manages the activities of and directly supervises Campus Staff Assistants (CSA's) and CSA Supervisors, providing oversight to the daily operations of a team responsible for observing and monitoring students, student activities, and school facilities to ensure the well-being and safety of students, staff and visitors, while promoting a positive, productive and safe campus climate.

EMPLOYMENT STANDARDS

Knowledge of:

Principles and practices of effective leadership.
Individual student and group behavior as related to adolescent school-age students.
General principles of adolescent behavior and development.
General behavioral management strategies and techniques.
Diverse needs of students from varying socioeconomic and cultural backgrounds.
Group behaviors and dynamics.
General conflict resolution techniques.
Applicable laws, codes, rules, and regulations related to assigned activities.
Principles and practices of training and supervision.
Oral and written communication skills.
Interpersonal skills using tact, patience, and courtesy.
Public speaking techniques.
Operation of a variety of office equipment, computer hardware, software and telecommunications equipment.
Operation of a two-way radio.
Report writing, record-keeping and filing techniques.

Ability to:

Effectively lead and manage assigned programs, projects and staff.
Model a relational approach to interacting with students, staff, and the public.
Understand adolescent behavior and be a positive role model to adolescents.
Supervise and train assigned staff.
Demonstrate understanding and patience toward students.
Build positive relationships and strengthen student engagement.
Demonstrate empathetic listening and interpersonal skills with individuals from varying cultural and socioeconomic backgrounds.
Work collaboratively as an educational team member.
Analyze situations accurately and adopt an effective course of action.
Interpret, apply, and explain applicable laws, codes, rules, and regulations.
Establish and maintain cooperative and effective working relationships with others.
Maintain confidentiality of sensitive and privileged information.
Prepare and deliver written and oral presentations.
Train and provide work direction and guidance to others.
Communicate effectively both orally and in writing.
Prepare and maintain a variety of records, reports, and files.
Prioritize and schedule work.
Operate a variety of office equipment including a computer and assigned software.
Operate a two-way radio.

Education and Training:

Bachelor's degree in education, social science, psychology, counseling, child development or a related field.

Experience:

Three years of experience working with at-risk adolescents or young adults in a structured environment or community-based organization, including one year of experience in a lead, supervisory or management capacity.

Any other combination of education, training, and experience, which demonstrates that the applicant is likely to possess the required skills, knowledge or abilities, may be considered.

SPECIAL REQUIREMENTS

Positions in this classification require the use of a personal automobile and the possession of a valid California Class C driver's license.

WORKING ENVIRONMENT

Indoor and outdoor campus environment.
Seasonal heat and cold or adverse weather conditions.
Contact with dissatisfied or abusive individuals.
Driving a vehicle to conduct work.
Occasional evening or varied hours.

PHYSICAL DEMANDS

Hearing and speaking to exchange information in person and on the telephone.
Seeing to monitor activities and read a variety of materials.
Dexterity of hands and fingers to operate a computer keyboard.
Sitting, standing, and walking for extended periods of time.
Bending at the waist, kneeling, or crouching to move supplies and equipment.

AMERICANS WITH DISABILITIES ACT

Persons with certain disabilities may be capable of performing the essential duties of this class with or without reasonable accommodation, depending on the nature of the disability.

APPOINTMENT

In accordance with Education Code Section 45301, an employee appointed to this class must serve a probationary period of one (1) year during which time an employee must demonstrate at least an overall satisfactory performance. Failure to do so shall result in the employee's termination.