



### **DIRECTOR, ENGAGEMENT AND SUPPORT**

**Reports to:** Associate Superintendent, Human Resources

**Division:** Human Resources

#### **Our ideal candidate**

You are a dynamic and experienced human resources leader with a proven track record of driving organizational change and cultivating a positive, inclusive, and high-performance culture. A strategic thinker with excellent problem-solving skills, you understand the impact effective human resources strategies have on the organization. You are highly skilled in fostering strong partnerships with leaders and administrators and implementing initiatives that support employee engagement, retention, and organizational development. You have exceptional communication skills and the ability to translate complex policies and legal requirements into clear, actionable guidance. You are an effective trainer and facilitator, capable of delivering targeted professional development opportunities that empower employees to grow in their roles. You are committed to promoting workplace safety, supporting risk management efforts, and ensuring legal compliance across all areas of human resources. Above all, you are a forward-thinking, proactive, and compassionate leader who is passionate about creating a supportive, collaborative, and equitable work environment for all employees.

#### **General description**

Under administrative direction, lead a variety of human resources functions designed to enhance engagement and support of the SBCEO workforce and to support local school districts in achieving their workforce goals. These functions include systems and organizational change; district support and engagement; training and professional development; policy and procedure development; investigations and compliance; employee engagement, retention, and work environment; and risk management and safety.

#### **Specific duties and responsibilities**

- Using data and analytics, lead efforts to evaluate human resources processes and systems and to implement, and sustain systemic changes within the SBCEO to improve efficiency and effectiveness.
- Design and propose organizational change initiatives that promote a positive, inclusive, and high-performance culture.
- Partner with leadership to align human resources strategies with the SBCEO's long-term goals, creating streamlined systems for employee management, communication, performance evaluation, and database integration.
- Provide resources and consultation to district leaders and staff on human resources matters, supporting them with aligning district policies with state and federal regulations.
- Serve as a resource for districts in navigating employee engagement, conflict resolution, and performance management issues.
- Collaborate with district leaders and administrators to promote consistency in the implementation of policies, employee programs, and practices across the county.

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- Oversee the development and promotion of training initiatives for school district staff countywide, aimed at improving leadership capacity, fostering professional growth and succession planning, and promoting compliance with legal and regulatory requirements.
- Develop and lead training programs that focus on enhancing employee skills, developing leadership capacity, promoting diversity and inclusion, enhancing workplace safety, and complying with state and federal regulations.
- Oversee the assessment of training needs across programs and the development and delivery of tailored learning opportunities for staff at all levels.
- Develop and update human resources policies and procedures to reflect best practices, legal requirements, and evolving needs of the organization.
- Communicate employment and other related policies to employees and leadership, with an emphasis on consistent application and legal compliance.
- Monitor and evaluate the effectiveness of employment and other related policies, recommending adjustments and improvements as needed.
- Lead and/or oversee investigations into employee relations matters, including harassment, discrimination, complaints of misconduct, and safety concerns, ensuring all investigations are fair, thorough, and conducted in accordance with applicable laws and policies.
- May serve as the Title IX coordinator, overseeing compliance related to sexual harassment and discrimination, ensuring proper reporting, investigation, and resolution procedures are in place.
- Provide guidance to administrators on best practices for handling sensitive situations and managing employee conflicts.
- Provide leadership with coaching and resources to foster a positive and inclusive work environment throughout the organization, with a focus on improving employee engagement, satisfaction, and retention.
- Assess and monitor employee engagement through surveys, focus groups, and feedback loops, and use the data collected to recommend and implement targeted improvements.
- Collaborate with division leads and program managers to address working conditions and employee concerns, with the goal of making employees feel valued, supported, and respected.
- Design and manage employee recognition programs that celebrate achievements, promote morale, and reinforce SBCEO values.
- Oversee the development, implementation, and monitoring of risk management strategies, including workplace safety programs, safety training, workers' compensation, and emergency response protocols.
- Ensure compliance with OSHA and other safety regulations, and identify and mitigate risks to employee health and safety in the workplace.

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### **Requirements**

A typical way to qualify for this classification would be:

**Education:** Possession of a bachelor's degree in legal studies, social sciences, humanities, or business, public, or education administration; or other related field. Possession of a master's degree in business, public, or education administration; legal studies; or other related field is preferred.

**Experience:** Five years of professional human resources experience, with at least two of those years in a leadership or management role, that included at least three of the following: (1) leading organizational change initiatives; (2) training and professional development; (3) employee engagement; and (4) investigations, legal compliance, and risk management.

Public agency human resources experience is preferred. Experience in human resources in a public TK-12 setting is desirable.

Equivalent combinations of training, education, and experience that provide the required knowledge and abilities will also be considered.

### **Knowledge of:**

- principles and practices of human resource management
- principles and practices of risk management
- state and federal employment law
- California workers' compensation administration
- business systems analysis and implementation
- competitive bidding process
- principles and practices of process improvement
- strategic planning
- principles and practices of project management
- methods and practices of training and professional development
- principles and practices of employee engagement and wellness
- principles and practices of policy development
- methods and practices of conducting investigations
- data collection and management methods
- analytics and performance measures
- group facilitation methods and strategies
- contract law and administration
- principles and practices of supervision, performance evaluation, and performance management
- the progressive discipline process
- principles and practices of budget management

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- standard office productivity software
- written and oral communication strategies
- correct English usage, grammar, spelling, punctuation and vocabulary.

### **Ability to:**

- learn County Education Office organization, operations, policies and objectives communicate effectively, both orally and in writing
- prepare a wide variety of written documents
- gather and analyze data, reach sound conclusions, and recommend reasonable courses of action
- interpret and apply laws, regulations, rules, and policies
- stay current on legislation, practices, systems, and trends affecting human resources
- initiate, plan, and execute projects
- make effective presentations to a wide range of audiences
- work independently and as part of a team
- maintain effective working relationships at all levels of the organization, HR colleagues in districts and other agencies, vendors, and others
- represent department and SBCEO effectively with internal and external contacts
- lead and work effectively with groups to accomplish goals and consistently meet timelines
- build and sustain a high-performing team
- operate a computer and other office equipment and related software programs
- use a human resources information system, enterprise resource planning system, and other systems used in Human Resources and SBCEO
- prepare and administer budgets.

### **Licenses and certificates**

- Possession of a valid California driver's license and the use of a dependable vehicle are required.
- Must be eligible to be a custodian of records as required by the Department of Justice.

### **Working conditions**

This position is considered generally sedentary. Most work is performed while sitting at a desk and usually involves extensive use of computers, telephones, and other office equipment.

Strenuous physical activity — such as lifting and carrying heavy objects, crawling, or stooping — is not generally associated with this position. This position is not typically exposed to significant safety hazards.

The work of this position is performed in a typical modern office environment. Local travel to a variety of locations, as well as occasional overnight travel, is required. Occasional attendance at evening and weekend meetings and events is also required.



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**Management salary range 28**

*Approved by the Personnel Commission:*

December 19, 2024