



Job Description

POSITION TITLE:	Coordinator IV– Complaints, Investigations and Title IX Compliance Human Resources Business Services	#6338
SALARY PLACEMENT:	Management Salary Schedule Range 14	

SUMMARY OF POSITION:

Under direction of the Chief Human Resources Officer, or administrative designee works with minimal supervision to investigate, manage Title IX compliance, Uniform Complaint Procedures (UCP), Personnel complaints, Student complaints, formal complaint procedures, informal complaint procedures, and informal complaint resolution; examine and conduct complex and highly sensitive administrative investigations; provide regular training for San Joaquin County Office of Education staff on model compliance, complaint, and investigation procedures; act as a resource and liaison among district office staff, educational area school site staff, parent and community members to resolve a wide variety of issues; independently perform operational and technical duties related to parent engagement and department support; state and federal agencies to ensure a safe and welcoming learning/working environment for all members of the SJCOE community and actively support the SJCOE’s positive work/school climate initiatives.

MINIMUM QUALIFICATIONS - EDUCATION, TRAINING, AND/OR EXPERIENCE:

Possess a Bachelor’s Degree; or three years of progressive professional level personnel management experience and training in areas including human resources. Any combination of formal education or increasingly responsible experience in Human Resources involving supervisory responsibility may be substituted for degree requirements. Three years of compliance or administrative experience.

DESIRABLE QUALIFICATIONS - EDUCATION, TRAINING, AND/OR EXPERIENCE:

County Office of Education human resources management experience. Completion of the Association of California School Administrators Personnel Academy.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of

- assigned software
- SJCOE policies and procedures
- California Standards of the Teaching Profession
- laws, rules, and guidelines affecting the administration of public school district personnel administration and employer/employee relations management
- principles and practices of public school district administration and organization
- principles of supervision, training, and program administration
- Title IX, Uniform Complaint Procedures, Americans Disability and Rehabilitation Act of 1973
- procedures for complaints filed with the Department of Fair Housing, and Office of Civil Rights
- effective complaint resolution techniques

- investigation procedural requirements

Ability to:

- operate a computer
- manage and maintain confidential and sensitive information
- building relationships and collaborative partnerships across SJCOE, district, local, state, and federal agencies
- be flexible and receptive to change
- monitor progress towards implementation of programs with clear deliverables
- develop and implement objectives, policies, procedures, work standards and internal controls
- determine strategies to achieve goals
- read, interpret, apply, and explain rules, regulations, policies, and procedures
- perform duties with awareness of all SJCOE priorities and initiatives
- prepare and present engaging and meaningful in-services and professional development to staff
- plan and facilitate large events
- conduct trauma-informed interviews

Possess:

- a valid California driver's license and proof of liability insurance coverage in the minimum amount required by SJCOE policy; insurable by the SJCOE carrier. Must furnish own transportation as required to fulfill job duties
- leadership skills in planning, setting agendas, and coordinating/conducting meetings/trainings
- effective interpersonal skills with emphasis on tact, patience, and courtesy
- strong oral and written communication skills
- remarkable relationship building skills

ESSENTIAL FUNCTIONS:

Essential functions may include but are not limited to:

1. Work effectively with school districts, community organizations, government agencies, parents, students, and/or staff.
2. Maintain confidentiality on issues concerning program and staff.
3. Participate, coordinate, or conduct a variety of meetings, staff developments, committees, trainings, workshops, and/or conferences in order to present materials and information concerning departmental programs, services, operations, and activities; represent the SJCOE at local, regional, and state meetings, conferences, in-services, boards, councils, and events.
4. Maintain current knowledge and interpret applicable rules, regulations, policies, procedures, contracts, State and Federal laws, codes and regulations related to personnel management.
5. Communicate effectively both orally and in writing.
6. Analyze situations accurately and adopt an effective and timely course of action.
7. Establish and maintain cooperative and effective working relationships with others.
8. Work independently with little direction.
9. Meet schedules and timelines.
10. Prepare reports as needed.
11. Oversee and manage budgets.
12. May supervise and evaluate staff.
13. Implement and facilitate SJCOE's compliance process including but not limited to Citizen Complaints, Student Complaints, Employee to Employee Complaints, Discrimination, and Harassment.
14. Administer, interpret, and apply provisions of the Education Code, relevant federal and state laws, SJCOE policies and procedures and collective bargaining agreements.
15. Maintain an up-to-date and relevant District Complaint process.
16. Effectively collaborate with SJCOE site staff through complex problem-solving on a wide variety of subjects and concerns.

17. Research, compile and analyze data for SJCOE, state and federal reports.
18. Identify certificated and classified in-service training needs, recommend, design, and implement robust and meaningful training for the purpose of increased capability and performance of all staff.
19. Lead the investigation process of complex and highly sensitive investigations regarding allegations of employee misconduct by certificated and classified personnel and allegations related to student safety including allegations of violence against children, bullying/harassment and egregious acts involving SJCOE staff.
20. Research, compile relevant data, and draft factual and impartial investigation findings reports and summaries.
21. Consult with outside agencies including but not limited to social service, law enforcement staff, including school police, as necessary.
22. Review and assemble information pertaining to complaints. Interview all parties involved. Respond and/or resolve and provide a written report disclosing the outcome to the appropriate individuals.
23. Work with Administration to ensure relevant SJCOE policies are up to date and in compliance with the law.
24. Manage multiple, on-going, and complex caseloads of complaints and projects.
25. Exercise strong presentation and facilitation skills with an emphasis on education and training for a variety of constituencies.
26. Guide, advise and support the training and learning process with respect to Title IX, Uniform Complaint Procedures (UCP) compliance and complaint resolution.
27. Exercise excellent mediation skills, analytical skills, critical thinking skills, and organizational skills with diligence.
28. Demonstrate a commitment to diversity and inclusivity and ability to work with a wide range of constituencies with diplomacy and tact.
29. Testifies, as assigned, or required, at special hearings at the SJCOE and other agencies to support disciplinary decisions; prepares correspondence on adverse action regarding employee performance or behavior.
30. Perform other related duties as assigned.

PHYSICAL REQUIREMENTS:

Employees in this position must have the ability to:

1. Sit for extended periods of time.
2. Enter data into a computer terminal, operate standard office equipment, and use a telephone.
3. See and read a computer screen and printed matter with or without vision aids.
4. Hear and understand speech at normal levels and on the telephone.
5. Speak so that others may understand at normal levels and on the telephone.
6. Stand, walk, and bend over, reach overhead, grasp, push, pull and move, lift, and/or carry up to 25 pounds to waist height.

WORK ENVIRONMENT:

Employees in this position will be required to work indoors in a standard office environment and come in direct contact with SJCOE staff, district staff, and the public.