LAKE ELSINORE UNIFIED SCHOOL DISTRICT

Position Description

TITLE: Director III- PSS Compliance and Resolution

REPORTS TO: Assistant Superintendent

DEPARTMENT: PSS

CLASSIFICATION: Certificated or Classified Management

FLSA: EXEMPT

WORK YEAR: 221 Days

SALARY RANGE: Management Salary Schedule

JOB PURPOSE STATEMENT: Under the direction of the Assistant Superintendent of Personnel Support Services/Designee, this position is responsible for overseeing complaints for the District. The Director III oversees and facilitates all district complaints related to district employees. The Director III coordinates and facilitates all California Public Records Act requests. The Director III collaborates with Assistant Superintendents, Directors, Classified and Certificated Administrators, Confidential and Classified Staff, and union leadership. The Director III works in a collaborative, team environment.

REPRESENTATIVE DUTIES: Incumbents may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but are intended to accurately reflect the principle job elements.

ESSENTIAL JOB FUNCTIONS:

- Receives, coordinates, delegates, investigates Uniform Complaints, Title IX Complaints, and Personnel Complaints involving district employees
- Serves as a member of the District Cabinet
- Ensures a fair and thorough investigative review and resolution in accordance with district policies
- Oversees and manages investigations concerning complaints made about employees, maintaining confidentiality and due process throughout the process
- Coordinates and facilitates responses to Public Records Act requests, ensuring compliance with legal requirements and timely dissemination of information
- Collaborates with district staff to gather, review, and release records in accordance with the Public Records Act, while maintaining confidentiality where appropriate
- Works collaboratively with private investigators and legal counsel to ensure investigations are conducted in accordance with district policies and legal requirements
- Coordinates with legal counsel regarding Public Records Act requests, ensuring proper handling, confidentiality, and compliance with applicable laws
- Provides leadership and guidance to site and district level administrators conducting personnel investigations and employee discipline
- Supervises and provides day-to-day personnel management of staff assigned to Personnel Support Services
- Collaborates with Personnel Support Services Team
- Acts as resource to and collaborates with site, classified and district administrators
- Maintains the confidentiality of information used in personnel issues and/or District functions
- Demonstrates high visibility at district sites and district office
- Supervises and evaluates the performance of all assigned personnel in accordance with the district's adopted uniform guidelines for evaluation and assessment. Recommends appropriate action in cases of substandard performances and identifies /encourages/ coaches individual staff members with leadership potential
- Facilitates and provides training to administrators and staff regarding complaint procedures, investigative processes, Title IX, discrimination/harassment, retaliation, confidentiality, and records requirements
- Oversees complaint intake, initial assessment, jurisdictional review, assignment, case tracking, record retention, and closure of complaints.
- Coordinates and facilitates supportive, interim, and remedial measures as appropriate pending or following complaint resolution
- Prepares investigative summaries, formal findings, recommendations, corrective action plans, and related correspondence.

- Assists in the development, revision, implementation, and monitoring of Board Policies, Administrative Regulations, procedures, forms, and practices related to complaints, compliance, and records requests
- Coordinates required complaint-related notices, postings, procedural communications, and documentation required under applicable state and federal law
- Coordinates district responses to appeals, agency inquiries, and escalated complaint matters, in collaboration with legal counsel and district leadership
- Serves as a resource to employees, administrators, and other stakeholders regarding complaint procedures, reporting options, supportive resources, and resolution processes
- Compiles, analyzes, complaint and compliance data, trends, and recommendations and makes presentations to the Governing Board
- Consults with the Assistant Superintendent of Personnel Support Services regarding district negotiations
- Collaborates with Fiscal Support Services and Risk and Safety on budget implications and impact
- Utilizes technology to maximize job performance; Prioritizes and manages a variety of complex tasks and analyzes situations accurately and adopts an effective course of action
- Performs research and special projects as requested
- Works independently, establishes and maintains project deadlines, manages multiple projects
- Works with a variety of individuals and groups, communicates orally and in writing and travels to various locations as needed
- Keeps the District Superintendent and Assistant Superintendent Personnel Support Services informed
- Works cooperatively with all administrators in district related matters
- Maintains communication through administrative channels to and from program staff
- Operates a computer and assigned software programs; operates other office equipment as assigned
- Performs other duties as assigned

JOB REQUIREMENTS: QUALIFICATIONS

Knowledge of:

- Relevant skills, techniques, and strategies associated with personnel and administrative investigations
- Pertinent Board Policies and Administrative Regulations
- Regulatory and statutory timelines of Uniform Complaints, Title IX, and Personnel Complaint procedures
- Regulatory and statutory guidelines related to the California Public Records Act
- School district organization, operations, policies, and objectives
- Skills in the areas of collaboration, team participation, creative problem-solving, conflict resolution, group planning, and decision-making processes
- Oral and written communication skills
- Strong interpersonal skills to effectively work with diverse groups

EDUCATION, EXPERIENCE, AND OTHER REQUIREMENTS:

Education Required: Bachelor's and Master's Degree in a related field required. Doctorate desirable.

Experience Required: Three years successful teaching and/or administrative experience required.

Licenses, Certifications, Bonding and/or Testing Required: Valid CA Driver's License and evidence of insurability; Criminal Justice Fingerprint Clearance; Negative pre-employment drug screen test: Negative TB results; California State Administrative Credential.

WORKING CONDITIONS:

1. Environment:
    a. Office environment at the District Office; Outdoor environment at school, classroom environment
    b. Demanding timelines
    c. Subject to driving to a variety of locations to conduct work during the day, evening and weekend hours

2. Physical Abilities:
    a. Dexterity of hands and fingers to operate a computer keyboard and standard office equipment
    b. Position requires occasional carrying, pushing, pulling or lifting up to 25 pounds. Demanding timelines
    c. Walking, sitting and/or standing for long periods
    d. Occasional bending at the waist, kneeling, or crouching to file materials
    e. Hearing and speaking to exchange information in person, on the telephone, and through email
    f. Occasionally carries materials on stairs, reaches overhead, above shoulders, and horizontally

g. Visual ability to read, prepare/process documents and small figures
h. Mobility to travel to various school sites, conferences and workshops required

3. Hazards:
   a. Extended viewing of computer monitor
   b. Working with and around office equipment having moving parts

In compliance with the Americans with Disabilities Act, the Lake Elsinore Unified School District will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the Division of Personnel Support Services.