

**SACRAMENTO CITY UNIFIED SCHOOL DISTRICT**  
**Position Description**

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<b>TITLE:</b>	Ombudsperson	<b>CLASSIFICATION:</b>	Classified Non-Management (SEIU/Aide-Paraprofessional)
<b>SERIES:</b>	None	<b>FLSA:</b>	Non-Exempt
<b>JOB CLASS CODE:</b>	9685	<b>WORK YEAR:</b>	11 Months
<b>DEPARTMENT:</b>	Accountability Office	<b>SALARY:</b>	Range 51 Salary Schedule C
<b>REPORTS TO:</b>	Assigned Supervisor	<b>BOARD APPROVAL:</b>	06-16-10
		<b>BOARD REVISION:</b>	

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**BASIC FUNCTION:**

Serve as an informal and confidential conflict management resource for parents, guardians, community members, and district staff; advocate for fair processes and administration of those processes, not for one person or a particular outcome in a conflict.

**DISTINGUISHING CHARACTERISTICS:**

Serving as a designated neutral, the Ombudsperson is neither an advocate for the school district, but rather, an advocate for fairness who acts as a source of information and referral, and aids in answering an individual's questions, and assist in the resolution of concerns and critical situations. An Ombudsperson should know how to proceed with issues, and help the inquirer assess who should be involved and at what stage, and ensure that appropriate steps and processes are followed.

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

Act as a designated neutral or impartial dispute resolution intermediary on behalf of parents, guardians, and community members at the site level to resolve differences, disagreements, and miscommunications between the school site administrator, teacher, and/or support staff; promote healthy discussion and dialogue; advocate for fairness in the administration of policies and procedures. **E**

Meet with parents and guardians to address concerns when they have been unable to resolve their issue at the school site level; assist administrators and staff in assessing and resolving parental concerns and issues; share parent suggestions and concerns with administrators and staff; collaborate with school site, principal, Legal Department, and other personnel regarding necessary follow-up of action regarding parent or guardian concerns. **E**

Without direct supervision, work with district staff and/or community members to resolve potential conflict situations; identify specific causes of conflict to avoid magnifying conflict; apply appropriate interventions and solutions. **E**

Meet with unannounced parental visits to the Serna Center; work with K-12 schools and departments that are assigned to Area Assistant Superintendent. **E**

Conduct informal fact-finding to better understand an issue from all perspectives, while maintaining expected confidentiality. **E**

Assist parents, guardians, community members, and district staff to clarify and analyze issues, focus discussions, and generate and evaluate options that are responsive to differing needs for resolution of those issues while treating people with dignity and respect. **E**

Coordinate services to assist families in obtaining access to school programs and resources; assist in removing obstacles that might prevent a family's participation in the school and programs. **E**

Work with school improvement initiatives that close student achievement gaps between racial, ethnic, and economic groups by working with all of the diverse communities. **E**

Act as a source of information and referral, aid in answering questions, and assist in the resolution of concerns and critical situations; assist families with community resources, such as food, housing, counseling, health needs, and safety. **E**

Maintain accurate records and notes; collect, analyze, and prepare monthly reports reflecting current and ongoing concerns and trends. **E**

Operate a computer and related software to input, output, update, and access a variety of records and information; generate records, reports, lists, and summaries; prepare a wide variety of correspondence; operate standard office equipment. **E**

Provide excellent customer service by establishing positive relationships with district personnel, parents, guardians, and community members; respond to phone calls, emails, letters, and other communications. **E**

Promote teamwork by sharing knowledge, cooperating with others, and supporting the goals and objectives of the district and the department. **E**

Perform related duties as assigned.

**TRAINING, EDUCATION, AND EXPERIENCE:**

Any combination equivalent to: associate's degree, and four years experience working with the public, social service agencies, case management, volunteer work, or customer service. Conflict resolution/mediation skills preferred.

**LICENSES AND OTHER REQUIREMENTS:**

Hold a valid California driver's license; provide personal automobile and proof of insurance. Overall scores in computer software testing program preferred as follows:

- Keyboarding.....55 Correct WPM
- Word.....80% Overall Score
- Excel.....80% Overall Score

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

- Objectives of assigned program and activities.
- Conflict resolution and mediation techniques.
- Individual and group behavior and effects of social and economic forces on individuals.
- Diverse cultures and backgrounds.
- Principles and techniques of interviewing.
- District organization.
- Facilitator and public speaking skills.
- Community resources available to students and families.
- District policies, procedures, rules, regulations, and Education Code related to assigned function.
- Record-keeping techniques.
- Operation of a computer, related software, and standard office equipment.

Correct English usage, grammar, spelling, punctuation, and vocabulary.  
Oral and written communication skills.  
Health and safety regulations.  
Interpersonal skills using tact, patience, and courtesy.  
Diverse academic, socioeconomic, cultural, and ethnic backgrounds of district students.

**ABILITY TO:**

Perform the basic function of the position.  
Remain independent, neutral, and impartial; exercise good judgment.  
Work independently within set guidelines.  
Identify at-risk or high-risk students, and determine and evaluate needs.  
Listen with patience and understanding; maintain confidentiality.  
Clarify issues, develop constructive solutions to problems, and prepare appropriate resources in a timely manner.  
Help parents with issues and questions.  
Work with school improvement initiatives that close student achievement gaps between racial, ethnic, and economic groups by working with all of the diverse communities.  
Coordinate services with others to meet the needs of students.  
Read, interpret, apply, and explain rules, regulations, policies, procedures, and Education Code.  
Maintain records and prepare reports.  
Operate a computer, related software, and standard office equipment.  
Prepare and deliver oral presentations.  
Communicate effectively, both orally and in writing.  
Establish and maintain cooperative and effective working relationships with staff, parents, and community members from diverse ethnic and socioeconomic backgrounds.  
Lift light objects according to safety regulations.  
Analyze situations accurately, and adopt or recommend effective courses of action.  
Meet state and district standards of professional conduct as outlined in Board Policy.

**WORKING CONDITIONS:****SAMPLE ENVIRONMENT:**

Office or school site environment; drive a vehicle to conduct work; constant interruptions.

**SAMPLE PHYSICAL ABILITIES:**

Sit or stand for extended periods of time; dexterity of hands and fingers to operate a computer keyboard; reach overhead, above the shoulders, and horizontally; bend at the waist, and kneel or crouch to retrieve files from cabinets and shelves; hear and speak to exchange information, and make presentations; see to read various documents related to assigned activities and view a computer monitor; lift light objects.

**SAMPLE HAZARDS:**

Contact with dissatisfied, abusive, volatile or under the influence individuals at the district office or school sites.