

SAN DIEGO UNIFIED SCHOOL DISTRICT

POSITION DESCRIPTION

TITLE:	Special Education Ombudsperson	REPORTS TO:	Assigned Supervisor
DEPARTMENT:	Special Education	CLASSIFICATION:	Classified
FLSA:	Non-Exempt	SALARY GRADE:	046 OTBS
REVISED:	June 9, 2003		

BASIC FUNCTION:

Provide interface between families of special education students and the Board of Education in matters of parents' rights, due process procedures, processing of paperwork through district channels, providing information regarding district programs and student services, and general support to parents in understanding the parent's role in supporting a child with special needs.

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 is intended to accurately reflect the principal job elements.)

E= Essential Functions

Serve as a liaison between district, staff, parent/guardian, and student. **E**

Demonstrate empathy for and an understanding of the dynamics of families with students with special needs. **E**

Provide information to parents regarding the district's special education program and state and federal law. **E**

Facilitate resolution of issues and problems between the parents and the school and/or the parents and the district using communication skills and conflict management and mediation techniques. **E**

Investigate and gather information to help resolve disputes in a timely and effective manner. **E**

Provide parents with information about parent education and encourage participation. **E**

Accompany parents to school and district meetings related to the student's program and service needs and/or fair and equal access to assist in resolution process. **E**

Help parents complete paperwork required by the Special Education Program or ensure that help is provided by others; help parent access other public agencies. **E**

Maintain records and prepare reports as required. **E**

Perform related duties as assigned.

MINIMUM QUALIFICATIONS:

EDUCATION AND EXPERIENCE:

Any combination of training, experience, and/or education equivalent to a Bachelor's degree in special education, social science, counseling, or related field and one year of progressively responsible related experience.

LICENSES AND OTHER REQUIREMENTS:

Possession of a valid California driver's license and availability of private transportation (mileage expense allowance provided).

Note: Some positions may be required to have conversational and/or written skills in specific foreign languages or sign language related to the needs of the department and would be considered integral to the assigned duties and not eligible for bilingual differential pay.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Reading and writing English communication skills.

Special education programs, general education programs, and district blueprint strategies.

IDEA (Individuals with Disabilities Education Act of 1997) and Section 504 of the Rehabilitation Act.

Socio-economic challenges in the community.

Conflict management, dispute management, and/or mediation techniques.

ABILITY TO:

Operate standard office equipment including microcomputers and related software applications.

Communicate effectively orally and in writing.

Establish and maintain effective working relationships with parents, district staff, and community.

Plan and organize work.

Meet schedules and time lines.

Maintain records.

Read, interpret, apply, and explain rules, regulations, policies, and procedures.

WORKING CONDITIONS:

ENVIRONMENT:

Office setting; driving to perform duties.

PHYSICAL REQUIREMENTS:

Hearing and speaking to exchange information; seeing to perform assigned duties; sitting for extended periods of time; dexterity of hands and fingers to operate a computer keyboard and other office equipment; kneeling, bending at the waist, and reaching overhead, above the shoulders and horizontally, to retrieve and store files and supplies; lifting light objects.

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