

**SAN DIEGO UNIFIED SCHOOL DISTRICT**

**POSITION DESCRIPTION**

---

<b>TITLE:</b>	Supervising Special Education Ombudsperson	<b>REPORTS TO:</b>	Parent Support and Board Services Manager
<b>DEPARTMENT:</b>	Parent Support and Board Services	<b>CLASSIFICATION:</b>	Classified
<b>FLSA:</b>	Exempt	<b>SALARY GRADE:</b>	040 AASD Supervisors'
<b>ISSUED:</b>	July 22, 2003		

---

**BASIC FUNCTION:**

Plan, organize, control, and supervise the Office of the Special Education Ombudsperson as they provide interface between families of special education students, the Board of Education, and the Special Education Programs Department in matters of parents' rights, compliance complaint and 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**

Plan, organize, control, and supervise the Office of the Special Education Ombudsperson; receive, respond, assign, and monitor the progress of telephone inquiries and in-person requests for assistance from parents regarding special education; work with principals and other school personnel to assure proper attention is given to requests from parents. **E**

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

Receive and serve as independent investigator for district-level, special education compliance and formal complaints as required by the State Education Code, district regulations, and employee organization agreements; investigate and prepare summary information with recommendations to the Board of Education, Executive Director of Special Education, and assigned manager; prepare follow up correspondence in accordance with the General Counsel. **E**

Plan, organize, and implement long- and short-term programs and activities designed to develop assigned programs and services. **E**

Supervise, train, and evaluate the performance of assigned staff; provide for continuing departmental staff training programs in internal auditing programs, analyses, and related functions. **E**

Provide technical expertise, information, and assistance to stakeholders regarding the district's Special Education Program and state and federal law. **E**

Assist in the formulation and development of policies, procedures, and programs; advise the Parent Support and Board Services Manager and the Executive Director for Special Education of unusual trends or problems and recommend appropriate corrective action. **E**

Direct the preparation and maintenance of a variety of narrative and statistical reports and detailed records of department functions and activities, ensuring the confidentiality of case files. **E**

Develop and submit to the Parent Support and Board Services Manager a proposed annual budget; monitor expenditures and recommend changes as needed. **E**

Communicate with other administrators, personnel, and outside organizations to coordinate activities and programs, resolve issues and conflicts, and exchange information. **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 three years of progressively responsible, related experience, including supervisory experience.

**LICENSES AND OTHER REQUIREMENTS:**

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

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Special education programs, general education programs.  
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.  
Budgetary principles, procedures, and control techniques.  
Correct English usage, grammar, spelling, punctuation, and vocabulary.

**ABILITY TO:**

Demonstrate empathy for and an understanding of the dynamics of families with students with special needs.  
Investigate complaints and prepare summary information as well as associated correspondence.  
Communicate effectively orally and in writing.  
Supervise, train, and evaluate the work of others.  
Plan and organize work.  
Establish and maintain effective working relationships with parents, district staff, and community.  
Operate standard office equipment including microcomputers and related software applications.  
Meet schedules and time lines.  
Maintain records.  
Prepare narrative and statistical reports.  
Read, interpret, apply, and explain rules, regulations, policies, and procedures.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Indoor, office setting.

**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.

Revised 3.30.04—PeopleSoft

Job Code 6961

PH