

**SAN DIEGO UNIFIED SCHOOL DISTRICT
POSITION DESCRIPTION**

TITLE:	Executive Director, Quality Assurance Office	REPORTS TO:	General Counsel
DEPARTMENT:	Office of Quality Assurance	CLASSIFICATION:	Classified Management
FLSA:	Exempt	SALARY GRADE:	038
REVISED:	April 29, 2014		

BASIC FUNCTION:

The District's Quality Assurance Office is responsible for oversight of internal audits and all aspects of investigations for evaluating and handling of internal and external inquiries, allegations and complaints originating directly from employees, management, parents and the community at large or via the parent support liaison hotline. Functions of the position include planning, directing, organizing, managing and reviewing quality assurance activities and functions; coordination and progress monitoring of complaints and investigations assigned to district staff; conducting complex and sensitive investigations as necessary.

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

Provide leadership, direction and supervision of the District's Quality Assurance program. *E*

Develop and oversee implementation of district-wide internal audits and investigations; ensure investigations are thorough, timely, and handled with the highest level of integrity and discretion. *E*

Plan, organize, control, and direct procedural guidelines for complaints and investigations. *E*

Develop and implement a protocol for investigating concerns and complaints such as alleged bullying, harassment, and intimidation (student-to-student, adult-to-student). *E*

Oversee and manage centralized accounting of complaints and investigations from initiation to completion. *E*

Provide information to the Superintendent and executive leadership team on issues and trends that are affecting students, parents, and sites; provide regular reports on resolutions and outcomes. *E*

Coordinate and monitor progress of investigative activities with district departments. *E*

Ensure timely and accurate communication of investigation-related matters with the appropriate stakeholders. *E*

Develop quarterly and ad hoc reports of cases managed by the Quality Assurance Office. *E*

Oversee and manage assigned staff including Operations Specialist, Parent Support Liaisons, Internal Investigator and School Police Detective. *E*

Manage staff to assure assigned staff obtain facts and develop evidence from all sources to establish the extent and nature of violations being investigated in an efficient and competent manner. *E*

Train, supervise and evaluate the performance of assigned staff; develop work schedules; interview and select employees and recommend transfer, reassignment, termination and disciplinary actions. *E*

Perform special audits and investigations as assigned by the Office of the Superintendent and Board of Education. *E*

Coordinate the revision of policies and procedures related to investigations and complaints. *E*

Conduct investigative interviews of witnesses, informants, suspects, custodians of records, and public and private persons at all levels. *E*

Review reports and summaries of complaints and investigations to ensure compliance with investigative protocols, standards, and guidelines. *E*

Consult with Police Services and other law enforcement agencies involving investigative matters. *E*

Act as a liaison with other public and private agencies and provide information to district departments regarding activities monitored by the Quality Assurance Office. *E*

Manage and ensure the protection, storage, and confidentiality of all documents and information concerning parties and witnesses involved are consistent with federal and state regulations and district policies and procedures. *E*

Maintain current knowledge of applicable provisions of federal, state, and district laws, rules and regulations. *E*

Perform related duties as assigned.

MINIMUM QUALIFICATIONS:

EDUCATION AND EXPERIENCE:

A combination of training, experience, and/or education equivalent to a bachelor's degree and five years of professional level investigative and/or law enforcement experience with three of the five years having served in a supervisory or management capacity in directing staff in performing investigative duties.

LICENSES AND OTHER REQUIREMENTS:

Possession of a valid California driver's license and availability of private transportation.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Organizational development principles and practices.
Techniques and strategies for managing a large, diverse organization.
Applicable provisions of Federal and State laws and regulations, and district policies and procedures.
Planning, organization and direction of legal and procedural guidelines related to investigations and reporting activities.
Effective leadership skills and problem resolution.
Investigative procedures and techniques.
Budget preparation and control.
Oral and written communication skills.
Principles and practices of administration, supervision and training.
Operation of a computer and assigned software.

ABILITY TO:

Provide leadership in assigned functions.
Plan, organize, control, and direct procedural guidelines for complaints and investigations.
Maintain current knowledge of applicable provisions of Federal and State laws and regulations and district policies and procedures.
Determine the scope and nature of complaints and investigations.
Analyze situations accurately and adopt an effective course of action.
Read, interpret, apply, and explain rules, regulations, policies, and procedures.
Participate effectively in interviews with all levels of staff.
Conduct thorough investigations and compose investigations reports.
Understand and protect the rights of confidentiality.
Train and evaluate the performance of assigned staff.
Communicate effectively both orally and in writing.
Establish and maintain cooperative and effective working relationships with others.
Operate a computer and assigned office equipment.
Prepare comprehensive narrative and statistical reports.
Work independently with little direction.
Meet schedules and time lines.
Maintain records and reports.

WORKING CONDITIONS:

ENVIRONMENT:

Indoor office and classroom setting; driving a vehicle to conduct district business.

PHYSICAL REQUIREMENTS:

Hearing and speaking to exchange information and make presentations; ability to read and comprehend correspondence and reports; sitting or standing for extended periods of time, particularly during field observation; dexterity of hands and fingers to operate a computer keyboard, electronic devices 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.