

**FRESNO UNIFIED SCHOOL DISTRICT**  
**Position Description**

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<b>TITLE:</b>	Ombudsman	<b>REPORTS TO:</b>	Superintendent
<b>DEPARTMENT:</b>	Superintendent's Office	<b>CLASSIFICATION:</b>	Management
<b>FLSA:</b>	Exempt	<b>WORK YEAR:</b>	Varies
<b>BOARD APPROVAL:</b>	July 28, 2010	<b>SALARY:</b>	E-24/Management Salary Schedule

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**BASIC FUNCTION:**

Accountable for improving student achievement through the effective management of an assigned area; create and mediate a culture of responsibility, trust, and cooperation between district staff, families, and community leaders in support of students staying in school on target to graduate; assist students, families, and school personnel in the development of appropriate education programs for all students including students served through Special Education, English Learner, and other special programs; work with families to provide a variety of high quality services, including client advocacy, crisis support, case management, information, and referral.

**REPRESENTATIVE DUTIES: (Persons employed in this position 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 principal job elements.)**

Work independently and collaboratively to create and mediate a culture of responsibility, trust, and cooperation between district staff, families, and community leaders in support of students learning at grade level and beyond to achieve their personal best. *E*

Participate in the development of goals and objectives for assigned area(s) in support of educating students at a high level to achieve their personal best; make recommendations for changes and improvements; implement approved changes and monitor work activities to ensure compliance with established guidelines. *E*

Assist students, families, and school personnel in the development of appropriate education programs for all students including students served through Special Education, English Learner, and other special programs to expand practices proven to raise student achievement. *E*

Work with families to provide a variety of services, including client advocacy, crisis support, case management, information, and referral to provide students access to high quality learning options. *E*

Advocate for families and children in gaining access to social services to improve the self-sufficiency for the family unit. *E*

Provide direct support to all students with special attention on students served through Special Education, English Learner, and other special programs; provide training for families and assist in completing paperwork required by programs to ensure students are appropriately enrolled to stay in school on target to graduate. *E*

Collaborate with leaders, district departments, school sites, family groups, outside districts and agencies and other personnel to coordinate activities, resolve issues or concerns, exchange information and accomplish District stated goals; establish and maintain access to family and community groups and distribute information concerning their activities; develop and maintain a community resource directory. *E*

Collaborate with District's Information Office in writing newsletters; writing press releases; arrange for publicity on radio, television and in magazines and newspapers; assist in preparation of brochures or other

marketing material to inform district departments, schools, and the community regarding available programs to provide students access to a variety of high quality learning options and activities to achieve their personal best. *E*

Serve as an information resource to School Support and Student Support Departments and as a liaison to community advocacy organizations. *E*

Collaborate with Special Education and 504 departments to resolve family issues; serve as a District representative to the families of all children including those with special needs in a proactive capacity in the development of a student's IEP or 504 plan. *E*

Prepare and maintain a variety of narrative, analytical, and statistical reports. *E*

Disseminates information about current service trends, legal issues, legislative proposals, and case studies relative to the family being served; work with the State of California and Department of Education in developing District-wide Family Partnerships policies and procedures. *E*

Collaborate with District community Advisory Committee; work in partnership with Special Education Department to develop the local plan and parent rights in meeting the needs of the students, families and community. *E*

Attend workshops, meetings and other gatherings related to assigned area to obtain up-to-date information to assist in providing efficient services to students, families, and sites; prepare and provide clear direction to families and personnel to ensure comprehension of procedures and processes. *E*

Performs related duties as assigned.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: bachelor s degree in Social Services and/or four (4) years of experience in a related field.

**LICENSES AND OTHER REQUIREMENTS:**

Valid California Driver s license.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

- Individual and group behavior and effects of social and economic forces on individuals.
- Community resources and diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of District students.
- Principles and techniques of interviewing and recording social case work.
- Policies, goals and objectives of assigned program and activities.
- Applicable sections of the State Education Code and other Federal & State rules, regulations and laws regarding special education and Alternative Education Programs.
- Interpersonal skills using tact, patience and courtesy.
- Accurate record-keeping techniques.
- Oral and written communication skills.
- Public speaking techniques.
- Operation of a computer to enter data, maintain records and generate reports.
- Applicable Labor Relations law and employee contracts.
- District organization, operations, policies, objectives and goals.

**ABILITY TO:**

Plan, organize and coordinate activities with others to meet the needs of students in areas related to client advocacy, crisis support, case management, and referral sources.

- Develop constructive solutions to problems and prepare appropriate resources.
- Coordinate auxiliary services within the school or department.
- Communicate, understand and follow both oral and written directions.
- Prepare, compile, verify and maintain records, data and reports.
- Analyze situations accurately and adopt an effective course of action.
- Prepare and deliver oral presentations and in-services.
- Interpret, comprehend, apply and explain rules, regulations, policies and procedures.
- Plan and organize work to meet schedules and time lines.
- Work collaboratively and build positive relationships with a diverse range of students, staff and community.
- Demonstrate loyalty and high ethical standards.
- Learn new or updated computer systems and programs to apply to current work.
- Provide direction and support to site leaders, District leaders, families and staff in support of district goals and initiatives.
- Negotiate skillfully in difficult situations and create solutions to promote compromise.
- Think outside the box and develop new methods or solutions inspiring others to reach a common goal
- Communicate using patience and courtesy in a manner that reflects positively on the organization.
- Actively participate in meeting District goals and outcomes
- Apply integrity and trust in all situations.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Office environment; driving a vehicle to conduct home visits; subject to working irregular hours; occasional contact with dissatisfied individuals; frequent contacts with staff, families, community members, and media.

**PHYSICAL ABILITIES:**

With reasonable accommodations, if necessary, dexterity to operate a computer and other office equipment; seeing to read and prepare reports and documents; hearing and speaking to exchange information; sitting or standing for extended periods of time; reaching overhead, above the shoulders and horizontally, bending at the waist or kneeling to retrieve supplies or other materials.

Fresno Unified School District is an Equal Opportunity Employer and reasonable accommodations are made under the Americans with Disability Act as required by law.

*E=Essential Functions*