



# AIMS K-12 College Prep Charter District

**Title:** OMBUDSPERSON

**Category:** Classified Management

**Work Year:** Full Time

**Employment Type:** Classified Management

**Starting Range:** \$90,770-\$103,637.32

**FLSA:** Exempt

**Supervisor:** Superintendent

**JOB GOALS:** Position Summary The ombudsperson is a designated resolution practitioner whose major function is to provide confidential and informal assistance to constituents of the AIMS community, which includes students, staff, faculty, and/or administrator. Serving as a designated 3rd party, the ombudsperson acts as a source of information and referral, aids in answering individual's questions, and assists in the resolution of concerns and critical situations. In considering any given instance or concern, the point of view of all parties that might be involved is taken into account. This office manages the AIMS Uniform Complaint Procedure process.

**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 reflect the principal job elements accurately.)

## ESSENTIAL JOB DUTIES:

- Reporting The ombudsperson function is independent of existing administrative structures and reports directly to the Superintendent of Schools. The ombudsperson will prepare a periodic report to the Superintendent of schools.
- Based on aggregated data, this report discusses trends in the reporting of issues or concerns, identifies patterns or problem areas in existing policies and practices, may recommend revisions and improvements, and may assess the climate of AIMS. Critical Skills and Characteristics Communication and Problem-Solving Skills.
- An ombudsperson must have outstanding communication skills and be able to communicate effectively with individuals at all levels of the organization, as well as, with people of all cultures.
- It is imperative that the ombudsperson has excellent problem-solving skills and be able to gather information, analyze it and, as necessary, help the inquirer develop appropriate options and actions. Decision-Making/Strategic Thinking Skills.

- An ombudsperson must be aware of how all decisions might impact the inquirer, as well as other stakeholders and AIMS. An ombudsperson must know how to proceed with issues, and help the inquirer assess who should be involved and at what stage.
- Conflict Resolution Skills. An essential element of the ombudsperson's role is that of facilitating the resolution of the conflict between parties. It is important that the ombudsperson have a thorough understanding of what leads to conflict, the nature of conflict, and methods of resolution.
- Organizational Knowledge and Networking Skills. An ombudsperson must be knowledgeable about the AIMS, its structure, culture, policies, and practices. The ombudsperson must have excellent networking skills, understand and participate in collaboration with others, and be able to establish and maintain broad contacts throughout the organization.
- Sensitivity to Diversity Issues. The ombudsperson must be sensitive to dealing with individuals from a wide variety of backgrounds and cultures. The ombudsperson must be open, and objective, and must seek to understand issues from multiple perspectives. The ombudsperson should be innovative in developing options that are responsive to differing needs. Composure and Presentation Skills.
- An ombudsperson should maintain a professional demeanor, should have strong presentation skills, and should be able to organize and communicate information to groups of varying size and hierarchical levels in the organization.
- Integrity. The ombudsperson must keep information confidential and an ombudsperson should not be risk-averse and should understand that this position may, on occasion, challenge even the highest levels of the administration in an effort to foster fair and just practices.
- Accountabilities Dispute Resolution, Consultation, and Referral Provide conflict resolution services to members of the AIMS community who are aggrieved or concerned about an issue and exercise good judgment.
- Assist inquirers in obtaining and providing relevant information regarding AIMS policies and procedures. Assist inquirers in clarifying issues and generating options for resolution. Facilitate the inquirer's assessment of the pros and cons of possible options. Encourage flexible administrative practices to maximize the institution's ability to meet the needs of all members of the campus community equitably.
- Follow up with inquirers as appropriate to determine outcome and further need of assistance. Policy Analysis and Feedback Serve as a resource for administrators in formulating or modifying policy and procedures, raising issues that might surface as a result of a gap between the stated goals of AIMS and actual practice.
- Provide early warning of new areas of organizational concern, upward feedback, critical analysis of systemic needs for improvement, and make systems change recommendations.
- College Community Outreach and Education. Design and conduct training programs for AIMS leadership in dispute/conflict resolution, negotiation skills and theory, civility, and related topics.

#### **QUALIFICATIONS:**

- Bachelor's degree, Advanced degree preferred.
- 3-5 years' minimum experience in Human Resources, Employee Relations, or other job-related areas of business, including staff and process oversight.
- Experience working with people of diverse backgrounds and cultures.
- Relevant dispute resolution training and/or ombudsperson experience is preferred.

### **KNOWLEDGE AND ABILITIES:**

- 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 timelines.
- 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.

### **PHYSICAL ACTIVITY REQUIREMENTS:**

#### **Minimum Work Position (Percentage of Time):**

Standing: 30 Walking: 20 Sitting: 50

#### **Minimum Body Movement (Frequency):**

**None (0) Limited (1) Occasional (2) Frequent (3) Very Frequent (4)**

Lifting (lbs.): 15-18 Lifting: 2 Bending: 2

Pushing and/or Pulling Loads: 1 Reaching Overhead: 1 Kneeling or Squatting: 1

Climbing Ladders: 0 Climbing Stairs: 2

**NON-DISCRIMINATION:** AIMS College Prep Charter District does not discriminate on the basis of race, color, religion, gender, marital status, ancestry, political affiliation, age, sexual orientation, disability, medical condition, national origin, or mental or physical handicap in any of its policies or procedures related to admissions, employment, educational services, programs or activities.

**Effective:**

**Board Approved: Pending Board Approval**