



RIALTO UNIFIED SCHOOL DISTRICT

ACADEMIC AGENT: SPECIAL SERVICES Alternative Dispute Resolution

Management Job Description

DEFINITION

Under general direction of the Lead Special Services Agent, the Academic Agent of Alternative Dispute Resolution supports the educational programs of the District by leading, directing and managing all major aspects of federal/state compliance with special education programs and services including reporting requirements, Individualized Education Program (IEP) planning and information systems, Alternative Dispute Resolution (ADR) and special education litigation.

ESSENTIAL DUTIES

- Interprets and assists District departments and school sites with implementation of special education programs and processes ensuring compliance with all state, federal laws and regulations.
- Develops and implements ADR activities and processes in compliance with all state and federal laws and regulations.
- Serves as an expert resource for departmental managers, site level administrations and IEP teams on legal issues, resolutions, mediation, compliance, and student placement, identification agreements and accommodations.
- Develops procedures and coordinates all required responses to a variety of requests and complaints regarding special education compliance.
- Oversees and coordinate responses to California Department of Education (CDE) and Office of Civil Rights (OCR).
- Serves as the District's Complaint Officer for special education, student disability discrimination, and other related student complaints.
- Represents the District at various mediations, related litigation and procedural meetings, community meetings, university functions, compliance hearings and task forces.
- Oversees responses to requests in accordance with the California Public Records Act.
- Facilitates potentially adversarial IEP meetings as appropriate.
- Coordinates and provides training and staff development on special education compliance matters.
- Provides support to the Lead Special Service Agent with one-time, long-term or on-going special projects as needed.
- Develops and oversees the department annual preliminary budget ensuring control and authorize expenditures in accordance with established limitations.
- Provides oversight to all parent support networks for Special Education.
- Keeps current with trends or developments in, and evaluate and recommend adoption of new procedures, policies and regulations in regards to special education.
- Evaluates, supervises and counsels members of certificated and classified staff to improve employee adherence to District, state, and federal educational and professional standards.
- Participates in personnel management systems, including the recruitment, selection, of retention of personnel.
- Attends professional learning and conference opportunities regarding District business, special education relevant topics and other professional meetings.
- Oversee the work and reporting done by the Coordinator Special Education, Program Specialist and Instructional Specialist.

QUALIFICATIONS

Knowledge and Skills:

- Oversees the budget for Alternative Dispute Resolution collaboration with the staff in the fiscal department. Manages related records, fiscal reports and progress reports.
- Initiates and establishes data collection of compliance complaints and legal filings to conduct trend analysis.
- Coordinates, monitors, and assesses effectiveness of District strategies addressing Alternative Dispute Resolution and disproportionality.

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Knowledge and Skills (cont.):

- Coordinates and supports required California Department of Education (CDE) reviews and other compliance audits; ensures the submission of required reports at the district, state, and federal levels; directs the preparation and maintenance of a variety of narrative and statistical reports, records and files related to assigned activities and personnel.
- Assists and supports facilitation of Educational Partnerships and Leadership meetings required of CDE Compliance Plans; includes, Special Education Plans, Disproportionality Audits and professional development and data collection and reports.
- Responsible for maintaining the current and detailed tracking system of legal agreements and CDE complaints; monitor for timelines and progress toward meeting agreements and/or corrective actions.
- Assists in coordinating implementation of any corrective actions resulting from compliance investigations.
- Collaborates to develop training and presentation materials for required compliance actions, Admin/Teacher training and ADR conferences.
- Collaborates with special education team to develop staff development.
- Maintains records related to mediation/due process.
- Coordinates After-Action Review of legal agreements.
- Monitors compliance and procedures for referral, assessment identification, and Individual Education Planning (IEP) placement.

Communication with Community and Staff

- Demonstrates empathy and sensitivity to emotions, timeliness and follow-up.
- Collaborates with Special Education leadership to address dispute resolution inquiries.
- Collaborates with all family empowerment networking and parent supports for families, District Advisory groups and other community based organizations.
- Prioritizes cases in collaboration with the Special Education Lead Agent, schedule ADR activities and update shared forms and spreadsheets.
- Represents the district in planning, scheduling, and implementation of compliance related activities, for example the Alternative Dispute Resolution (ADR) activities.
- Follows-up on ADR sessions, track outcomes, distribute surveys, ensure documentation in student information systems is addressed accurately.
- Prepares materials and disseminate ADR information across staff, departments, and community.
- Responds to parents regarding compliance issues, monitors requests for ADR, and ensures on-going communication with parents/community.
- Participates as staff to the parent networking groups.

Knowledge of: Applicable sections of State Education Code and other applicable laws and collective bargaining agreements; alternative dispute methodology; practices and procedures of efficient organization and supervision; practices, procedures, techniques, and strategies for determining operational effectiveness; principles and practices of supervision and training; result and performance evaluation techniques pertaining to program and personnel performance effectiveness; human relations, conflict resolution strategies and team building principles and techniques; budget management; record-keeping and report preparation techniques; effective oral and written communication skills; service delivery and program options available to students with disabilities.

Desired Qualifications

1. Knowledge of State and Federal special education laws, regulations, and procedures.
2. Knowledge of disabilities ages 0-22, intervention strategies, curriculum concepts and materials pertinent to special education including early education/intervention, career/vocational development, and transition assistance.
3. Knowledge and skill in conflict resolution.
4. Ability to exercise good judgment and tact.
5. Ability to cope with emergency and high stress situations.
6. Experience with dispute resolution, special education compliance and due process procedures.
7. Ability to work effectively with individuals and large groups, and with all segments of the educational community and general public.

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8. Ability to speak and write effectively.
9. Experience planning staff development programs.
10. Experience as a facilitator, coach, and/or presenter.
11. Experience using multimedia technologies for classroom and professional development.
12. Post graduate work in special education, pupil personnel services, school administration, or a related field.
13. Knowledge of effective employee supervision and evaluation procedures and techniques.
14. Experience coaching and designing/facilitating professional development opportunities.
15. Experience with educational issues as they relate to accelerating the learning of linguistic, ethnic, and cultural minority student populations.
16. Demonstrated ability to work in collaborative teams that include parents/families and professionals.
17. Technologically literate.
18. Detail oriented.

EXPERIENCE AND EDUCATION

Experience:

- Five (5) years of experience serving in special education from various fields
- Five (5) years of Administrative Experience

Education:

- Master's degree from an accredited university in a related field
- Valid California Teaching Credential
- Valid California K-12 Administrative Credential
- Possession of a valid California Driver's License

PHYSICAL DEMANDS

Physical class:

Moderate lifting - 50 pounds maximum with occasional lifting and/or carrying objects weighing up to 25 pounds.

Work area requirements:

Ability to traverse any part of 40 acres, including construction site, campuses, fields, and concrete/asphalt areas; ability to use common school hand tools, computer, telephone and photocopy machine. Possession of a valid California driver's license and a private vehicle.

Physical requirements:

The time requirements are listed considering this wording and meaning:

- Occasionally/low - up to 3 hours
- Frequently/Medium - 3 to 6 hours
- Constantly/High - 6 to 8 hours

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|--------------|---------------------------|------------|--------------|
| Stooping: | Low | Carrying: | Occasionally |
| Bending: | Frequently | Standing: | Occasionally |
| Lifting: | Occasionally | Kneeling: | Low |
| Reaching: | Occasionally | Sitting: | Occasionally |
| Handling: | Constantly | *Driving: | Occasionally |
| Grasping: | Occasionally | Walking: | Constantly |
| Fingering: | Occasionally | Push/Pull: | Occasionally |
| Keyboarding: | Medium - must be literate | | |

****Verification of the possession of a valid California Motor Vehicle Operator's License, a DMV printout and insurability by the District's liability insurance carrier is required.***

Frequent motion:

| | |
|--------------------------------|--------------------------------|
| Twisting: | Low |
| Wrist flexion: | Frequently |
| Elbow flexion/extension: | Frequently |
| Reaching to shoulder level: | Occasionally |
| Forward shoulder/neck flexion: | Occasionally - 3 hours per day |

Reaching to above shoulder level: Occasionally
 Reaching below shoulder level: Frequently

Sensory requirements:

Ability to see: Constantly
 Ability to hear: Constantly
 Ability to talk: Constantly
 Ability to smell: Constantly
 Ability to touch: Constantly

Must be able to deal with these environmental considerations:

Heat: Has own controls
 Odor: Yes
 Noise: Yes
 Humidity: Occasional
 Moisture: Occasional
 Fluorescent lights: Yes
 Floor may be slippery at times: Tiled areas
 Working in close quarters with others: Yes, all the time
 Working inside: 95% of the day
 Working outside: 5% of the day

This job requires:

Alertness: Constantly
 Attention to detail: Constantly
 The use of two hands: Constantly
 Recall of names and dates: Constantly
 Ability to work in temperatures down to 30 degrees and up to 105 degrees.

Ability to deal with psychological factors:

Team work: Constantly
 Frustration: Moderate - depends on the time of year
 Repetitive tasks: Yes, signature
 Level of responsibility: High
 Must keep up with schedule: High
 Able to work extended hours as needed: High
 Dealing with upset employees,
 parents, community members: Moderate

Physiologic factors:

Must maintain a high level of consciousness: Yes
 Orientation to time, place or person: Yes
 Ability to read at 12th grade level: Yes
 Ability to comprehend and follow directions: Yes
 Able to keep up a high activity level during the shift: Yes