

SALEM-KEIZER PUBLIC SCHOOLS JOB DESCRIPTION

7/09	STUDENT DISPUTE COORDINATOR	2.8.18
Effective Date	Job Title	Index

PURPOSE

To improve student achievement by performing a variety of duties within the Student Services Department related to tracking, processing, researching and monitoring complaints, due process, mediations, tort claims, and other disputes or adverse actions brought against the District involving students.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from an assigned supervisor. Methods of performing tasks are the responsibility of the employee and are to be performed within the established policies or as prescribed by rules and regulations. Work is reviewed only periodically to assure compliance to standards and measured results.

May coordinate the work of others on an as-needed basis.

ESSENTIAL FUNCTIONS OF THE JOB - May include, but are not limited to, the following:

Logging in and setting up permanent District files for all complaints, due process, tort claims, mediations, disputes and related actions that are processed through the Student Services department.

Informing relevant District staff and attorneys of all such actions as they arise.

Establishing methods and processes for monitoring and tracking issues consistent with timelines set by District policy and rules, Oregon Department of Education, Office of Civil Rights and state and federal laws.

Serving as a clearinghouse for information pertaining to all such issues.

Scheduling meetings, conferences, depositions, hearings, mediations, pre-meetings, post-meetings, on-site investigations and staffings for District personnel with students, case managers, parents and/or parent advocates, agents, attorneys and other interested parties.

Collaborating with assigned administrative staff in assembling information, analyzing and collecting data and preparing written responses and other records. Drafting letters to employees, attorneys, physicians. Drafting corrective action plans, following-up on corrective action items and coordinating legal trainings.

Salem-Keizer Public Schools
Student Dispute Coordinator (Continued)

Researching questions concerning IDEA and Section 504, District policy, administrative rules and past practice.

Organizing and reviewing case file materials in a meaningful, logical and accessible manner. Providing copies to attorneys.

Tracking all case file movement and keeping responsible staff apprised of developments.

Creating and maintaining a data base of relevant information which pertains to all such issues and which is easily accessible for research and historical purposes.

Attending attorney and department staffing sessions and maintaining notes and contact files.

Working extensively with parents, legal professionals and district personnel.

Maintaining regular and consistent attendance and punctuality.

Performing related duties consistent with job description and assignment.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles, practices and processes of mediation, dispute resolution, time management and problem solving

Principles and practices of management, research, work organization and simplification

Standard English grammar and rules of composition.

Modern office practices, procedures, and computer equipment

Pertinent policies, procedures, rules, regulations and other provisions affecting assigned area of responsibility

Ability to:

Research, compile and analyze complex technical information and to prepare narrative documents and statistical reports used by attorneys and staff

Exercise independent judgment in making technical and procedural decisions regarding work organization and assignment, work methods and work product

Plan, organize and direct the flow of a large volume of work involving substantial district interests

Analyze and resolve technical questions and procedural problems and develop and implement plans and procedures

Salem-Keizer Public Schools
Student Dispute Coordinator (Continued)

Develop and maintain procedural systems and controls

Evaluate and establish work priorities

Exercise diplomacy and tact when dealing with sensitive issues and maintain a high level of professionalism

Maintain confidentiality of information

Work effectively with individuals and groups whose interests differ markedly from District interests

Operate a computer and sophisticated software applications to enter, revise and retrieve information and formulate methods of collecting and presenting information

Communicate clearly and concisely, both orally and in writing. Demonstrate active listening skills

Experience and Training:

Any combination of experience and training that would likely provide the required knowledge and abilities is appropriate. A representative way to obtain the knowledge and abilities would be:

Experience:

Three years of responsible analytical and technical program support experience, preferably in a legal or dispute resolution setting.

Training:

Equivalent to an Associate's degree from an accredited college or university with major course work in business, human resources management, paralegal studies, public administration, education or a related field.

Work Environment:

Climate controlled office settings and exposure to minimal noise intensity levels.

Moderate level of contact with district personnel and outside agencies/community.

Physical Requirements:

Frequent reaching, handling, fingering, talking and hearing. Mobility to work in a typical office setting and use standard office equipment, stamina to remain seated and maintain concentration for an extended period. Hearing and speech to communicate in person or over the telephone. Vision: Frequent near acuity; occasional far acuity. Vision to read printed materials, computer screens and/or other monitoring devices.

Strength: Sedentary – Exert force to 10 pounds occasionally or a negligible amount of force frequently to lift, carry, push, pull or move objects.

Salem-Keizer Public Schools
Student Dispute Coordinator (Continued)

Salem-Keizer School District is an equal opportunity employer.

Position: Student Dispute Coordinator

I am willing and able to perform the duties of this job:

Signature: _____

Date: _____

Print Name : _____