

POSITION TITLE	OMBUDSPERSON
WORKING TITLE	Ombudsperson
SCHOOL/DEPARTMENT	
LOCATION	Crossroads I, Cary, NC
PAY GRADE	
FLSA STATUS	
REPORTS TO	
SUPERVISES	
WORK WEEK SCHEDULE	Monday-Friday (evening and weekend requirements)
WORK HOURS	8:00am-5:00pm
NUMBER OF MONTHS PER YEAR	12

POSITION PURPOSE:

Serves as a confidential, independent, neutral, and informal resource to our diverse community: Wake County Public School System (WCPSS) employees, students, families, volunteers, and community partners. Ensures fairness, promotes respect for all constituents, and supports systemic changes to achieve this goal. Provides formal and informal assistance in seeking to resolve concerns, problems, complaints, and other issues. Listens, reviews, and provides resources for information and referral. Advocates for fairness, equity, inclusion, and consistency. Partners across the district departments, working closely with the student supports and academic services teams, and ensures alignment of district resources with the needs of students and families.

MINIMUM QUALIFICATIONS:
KNOWLEDGE, SKILLS, AND ABILITIES

- Considerable knowledge of how to facilitate informal dispute resolution processes;
- Considerable knowledge of monitoring and/or collaborating in monitoring compliance of interventions and sanctions related to complaint resolution activity, especially for those in accordance with state and federal mandates;
- Knowledge of recommending policy or practice changes for review;
- Ability to provide a confidential place to share concerns, questions, and complaints;
- Ability to refer individuals to appropriate resolution resources;
- Ability to navigate uncertainty and ambiguity, and to prioritize work efforts to execute overall strategy;
- Ability to exhibit deep understanding of the complex role of the school leader, the complexities of teaching and the tools/support necessary to improve student outcomes;
- Ability to be courageous in addressing matters of equity, race, and bias in decision-making with confidence and empathy;
- Ability to communicate clearly and concisely both in oral and written form using a variety of communication techniques and tools to ensure the appropriate flow of information, collaborative efforts, and feedback;
- Ability to establish and maintain effective working relationships with school officials, school administrators, teachers, support staff, outside advocacy groups, and other community members, with an expertise in consensus building.

EDUCATION, TRAINING, AND EXPERIENCE

- ~~Post secondary education~~ Bachelor's degree in education, psychology, sociology, conflict/dispute resolution, public administration, or a related field;
- Three years of experience mediating work-related conflicts and/or experience as an Ombudsperson, including experience delivering public presentations, reports, information, or conflict resolutions.

An equivalent combination of relevant education, training, and experience which provides the knowledge, skills, and abilities necessary to successfully meet the essential duties may be considered.

CERTIFICATION AND LICENSE REQUIREMENTS

- Must hold and maintain a valid motor vehicle operator's license according to the State of NC requirements.

PREFERRED QUALIFICATIONS:

- ~~Bachelors~~ **Master's/Advanced** degree in **education**, psychology, sociology, education, human resources, public administration, or a related field;
- Experience working in a K-12 school district or public entity.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Serves as a confidential, independent, neutral, and informal resource to our diverse community: Wake County Public School System (WCPSS) employees, students, families, volunteers, and community partners.
2. Ensures fairness, promotes respect for all constituents, and supports systemic changes to achieve this goal.
3. Provides formal and informal assistance in seeking to resolve concerns, problems, complaints, and other issues.
4. Listens, reviews, and provides resources for information and referral.
5. Advocates for fairness, equity, inclusion, and consistency.
6. Partners across the district departments, working closely with the student supports and academic services teams, and ensures alignment of district resources with the needs of students and families.
7. Performs other related duties as assigned.

WORKING CONDITIONS:**PHYSICAL ENVIRONMENT**

Must be able to use a variety of office equipment such as computers, scanners, and copiers. Must be able to communicate effectively. The work frequently requires activities involving driving automotive equipment. At times requires the ability to lift, carry, push, pull or otherwise move objects up to ten pounds. Due to the amount of time spent standing and/or walking, physical requirements are consistent with those for sedentary work.

WORK ENVIRONMENT

Must be able to work in an office environment and come into direct contact with school officials, school administrators, teachers, support staff, outside advocacy groups, and other community members.

EFFECTIVE DATE:

DISCLAIMER: *The above statements are intended to describe the general purpose and responsibilities assigned to this position. They are not intended to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and skills that may be required of the employees assigned to this position. This description may be revised by the supervisor, with HR review and approval, at any time.*