



**Orange County Department of Education
Human Resources Department
Certificated Management Class Specification**

Director, Student Services

Class Code: 1618

Work Days: 225

GENERAL PURPOSE

Organize, plan, coordinate, lead, and participate as a team member in order to meet the diverse educational and support needs of Orange County students, as well as the individual needs of districts, teachers, administrators, community members, and parents; and provide assistance to higher level management staff.

SUPERVISION RECEIVED AND EXERCISED

1. Receives direction from higher level management staff.
2. Exercises direct supervision over management, supervisory, professional, technical, and/or clerical staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This position description is intended to describe the general nature and level of work being performed by an employee assigned to this position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with this position. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

1. Manage and participate in the development and implementation of goals, objectives, policies, strategic plan, and priorities for assigned programs, including the development of a variety of training programs.
 2. Coordinate assigned activities with other units, divisions, outside agencies, and the general public.
 3. Plan and facilitate assigned services and activities; provide staff with direction, leadership, and professional learning; and communicate organizational decisions as needed.
 4. Recommend and administer policies and procedures that are consistent with the mission and values of the Orange County Department of Education (OCDE).
 5. Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; assign and monitor workloads and review internal reporting relationships; identify opportunities for improvement and review with higher level management.
 6. Select, train, plan the work of, supervise, and evaluate staff; provide coaching to employees; collaborate on goal development; set clear expectations; provide constructive feedback; assist in improvement as needed; and check in regularly for understanding.
 7. Serve as liaison for the OCDE with other units, divisions, and partnering agencies.
 8. Manage and participate in the development and administration of the unit's budget; forecast additional funds needed for staffing, equipment, materials, and supplies; coordinate the monitoring and approval of expenditures, recommending adjustments when necessary.
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9. Attend and participate at meetings held at school districts, outside agencies, and various organizations in order to manage and supervise areas of responsibility; and prepare and present staff reports and other necessary correspondence to a variety of educational, business, and other governmental agencies.
 10. Participate on a variety of boards, commissions, and committees; attend and participate in professional group meetings; remain abreast of new trends and innovations in the field of student support services; and direct the development and implementation of financial funding and grants to support programs.
 11. Review, develop, and provide input into legislation relative to the OCDE and the needs of the school districts we serve.
 12. Participate in the OCDE's continued effort to provide leadership in college and career readiness and success.
 13. Demonstrate attendance sufficient to complete the duties of the position as required.
 14. Perform related duties similar to the above in scope and impact as required.

QUALIFICATIONS (KNOWLEDGE, SKILL, ABILITY REQUIREMENTS)

Knowledge of:

1. Procedures, methods, and techniques of project and workflow management and organization.
2. Principles of effective supervision, leadership, training, coaching, and performance evaluation.
3. State and federal programs, as well as the funding processes.
4. Effective professional development, training, and coaching protocols.
5. California Academic Content Standards.
6. Principles of budget preparation and control.
7. California Education Code, California Administrative Code, and the policies, rules, and regulations of the Orange County Department of Education.
8. Pertinent federal, state, and local laws, codes, and regulations.

Ability and Skill to:

1. Plan, direct, and coordinate various student support programs.
2. Select, supervise, organize, train, coach, and evaluate professional, technical, and clerical personnel; and effectively delegate authority and responsibility.
3. Interpret the organizational and division strategic plan and create relevant goals and plans for assigned areas.
4. Effectively adapt and adjust program services to meet changing priorities and customer-specific needs.
5. Develop and present training materials.
6. Establish and maintain effective working relationships with various constituencies.
7. Interpret and explain laws, codes, contracts, policies, and procedures.
8. Prepare clear and concise correspondence, reports, and other written materials.

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9. Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
 10. Communicate clearly and concisely, both orally and in writing, in English; present information effectively in front of both large and small groups.

Education, Training, and Experience:

A typical way of obtaining the knowledge, skills, and abilities outlined above is a master's degree in education and six (6) years of education experience, including three (3) years of administrative and supervisory experience or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

A valid California credential authorizing instruction or service in a public school program.

A valid California Administrative credential.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class.

Physical Demands

Employees must be able to perform the essential functions of the position with or without accommodation. Employees in this classification must be able to travel countywide to a variety of sites within a reasonable time frame, read written and electronic materials, and communicate clearly with those contacted through the course of work (typically in person, on the phone, and via email); perform deskwork for extended periods; and access and operate all required equipment for job duties. The position may include occasional need to traverse uneven surfaces and move items weighing up to 25 pounds.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret information; analyze and solve problems; use mathematical reasoning; make observations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks with frequent interruptions; work under intensive deadlines and meet productivity requirements; and interact successfully with various groups of people encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee typically works in an office environment that is fast-paced with moderate to high pressure.