

Student Rights and Grievances Manager
South Orange County Community College District

Direct Link: <https://www.AcademicKeys.com/r?job=251932>

Downloaded On: Jan. 24, 2025 3:29pm

Posted Jan. 22, 2025, set to expire May 24, 2025

Job Title Student Rights and Grievances Manager

Department

Institution South Orange County Community College District
Mission Viejo, California

Date Posted Jan. 22, 2025

Application Deadline Open until filled

Position Start Date Available immediately

Job Categories Professional Staff

Academic Field(s) Student Services

Job Website <https://www.schooljobs.com/careers/socccd/jobs/4800132/student-rights-and-grievances-manager>

Apply By Email

Job Description

Application Instructions:

- Complete all sections and fields on the application and attach all required documents – incomplete applications may not be considered.
- Include all relevant education, training, and/or experience on the application.

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- Do not include any personally identifiable, confidential, or otherwise unrequested information that does not pertain to job related factors (e.g., social security number, date of birth, pictures, etc.) on your application or attached documents.

- For job postings with a close date, all applications received by 11:59 PM (Pacific Time) on the job posting close date, will receive consideration.

- For job postings with an initial screening date, all applications received by 11:59 PM (Pacific Time) on the job posting initial screening date, will receive priority consideration; however, typically the job posting will remain open, and continue to accept applications, until the position is filled.

- For job postings requiring professional references, include at least three (3) professional references from the following categories:
 1. Current department chair(s) (for faculty) or supervisor(s);
 2. Previous department chair(s) (for faculty) or supervisor(s) (from within the past five (5) years);
 3. Master's thesis or Doctoral Dissertation advisor or supervisor (for faculty);
 4. Colleague(s) or co-worker(s) who can address professional competency and skills relevant to the position; and/or
 5. Other professional references.

Please note, professional references are typically contacted when a candidate is selected for, or as a finalist for, a position.

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Description

SUMMARY DESCRIPTION

Reporting to the Vice President for Student Services, the Student Rights and Grievances Manager is focused on the development and implementation of bias-free policies and procedures for all students. The Student Rights and Grievances Manager is responsible for ensuring District-wide compliance with Title IX regulations; comprehensive student, staff and faculty training programs; and compiling relevant information and conducting investigations for cases alleging stalking, sexual assault, dating/domestic violence, sexual harassment, LGBTQ+ concerns, pregnancy discrimination involving students and any other sexual misconduct allegations. This position will serve as student ombudsperson.

REPRESENTATIVE DUTIES

The following duties and responsibilities are typical for this position. Incumbents may not perform all the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

Promote stability and transparency by effectively maintaining and enforcing established District and campus policies, procedures, laws, regulations and best practices.

Continuously monitor federal, State and local laws for changes in compliance requirements.

Lead, handle and resolve legal and Title IX related issues including investigating Title IX cases involving students.

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Provide counsel, training and resolution of issues. Coordinate with multiple entities to address matters.

Receive, investigate, prepare detailed investigative reports and implement procedures to respond to internal and external Title IX complaints.

Act as a neutral party in the investigation assigned and provide a detailed, unbiased report to the Vice President for Student Services.

Serves as student ombudsperson to hear and informally addresses problems, concerns and complaints, opens channels of communication, serves as a neutral third party in conflict resolution, and seeks fair and equitable solutions to problems.

Provides information, maintains resource files on campus policies, procedures, services, and programs, makes referrals to other campus resources.

Suggests approaches for addressing and managing conflicts, collaborates with other campus agencies in issues of general concern, interprets campus policies, and offers recommendations for policy or procedure changes.

Prepare reports for internal and external federal and State agencies.

Prepare statements, findings, conclusions and recommendations; provide background information for use by external investigators or legal counsel.

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Work closely with the Discipline Officer, Campus Police, the Vice President for Student Services and all Title IX Deputies.

Assist or conduct training/workshops for students and employees on subjects such as, but not limited to, diversity, Title IX and other relevant training topics.

Organize, attend, or chair a variety of administrative and staff meetings as required.

Assist with compiling data and statistics for annual analysis/reports.

Identify and train Campus Security Authorities (CSA).

Assist with Clery compliance including compiling reports, serving on related committees, training, identifying geography, maintaining CSA list for the campus and ensuring overall compliance in line with Stafford audit.

When appropriate, facilitate informal resolutions of Title IX complaints.

Collaborate with District Director of Employee Relations and Title IX Compliance on matters that involve both students and employees.

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Collaborate and consult with the Vice President of Student Services or designee to regularly to monitor, manage, and assess incidents related to conduct, mental health, basic needs, sexual harassment, sexual misconduct, discrimination, harassment, and other incidents as reported to the campus.

Identify and address any patterns related to sexual discrimination, harassment and misconduct on campus.

Develop and maintain database of Title IX reports, cases, trainings and statistics.

Propose changes/updates to Board Policies and Administrative Regulations in compliance with State, federal and local laws.

Perform other duties as assigned that support the overall objective of the position and the District's mission and philosophy.

Report to work on a regular and consistent basis, as scheduled, to assigned job.

MINIMUM QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

EDUCATION AND EXPERIENCE GUIDELINES

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

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A Bachelor's degree from an accredited college or university in related area and/or equivalent experience/training. Master's Degree with coursework in law, human resources compliance, counseling, social work, psychology, gender studies, forensics, higher education administration, social justice or other related discipline is preferred.

Experience:

Minimum of two (2) years of related experience, including writing reports and assisting with Title IX related training. Management experience preferred.

Commitment to equity and diversity. All applicants must have demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty and staff. The applicant must be able to demonstrate how these factors relate to the need for equity-minded practices within an educational environment.

LICENSES, CERTIFICATES, AND/OR OTHER REQUIREMENTS:

Valid California driver's license and must have an acceptable driving record and current vehicle insurance meeting State of California requirements.

KNOWLEDGE OF:

Applying trauma informed practices to interactions and communications with parties involved in sensitive cases.

Mediation, conflict resolution, or other related customer service abilities including flexibility, patience and the ability to de-escalate potentially heated situations.

Interpersonal skills using tact, patience and courtesy.

Oral and written communication skills.

Team building principles.

Excellent organizational and record keeping skills.

Modern office practices, procedures and equipment including computers and applicable software

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applications such as word processing, spreadsheets, email and databases. Knowledge and understanding of community college students, their diverse ethnic and cultural backgrounds and the wide variety of their ages and educational goals as found on a community college campus and a demonstrated ability to work with people from this diverse population.

ABILITY TO:

Be objective, thorough and unbiased when conducting investigations.
Maintain a high level of confidentiality.
Cultivate relationships with campus stakeholders (e.g., management, faculty, students and staff).
Perform administrative tasks such as scheduling, managing an Outlook calendar, taking calls and interfacing with visitors.
Adapt to changing priorities, responsibilities and the campus community needs and expectations.
Manage multiple concurrent tasks with intermittent service interruptions.
Stay current on applicable federal and State laws, regulations and guidance to meet the needs of supported positions and maintain accuracy of records in accordance with campus policy.
Establish and maintain effective working relationships with those contacted in the course of work.
Use a computer and applicable software including word processing, spreadsheets, PowerPoint and email.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Work Environment:

Standard office and field setting. Duties performed are primarily in an office environment while sitting at a desk or computer workstation or in the community attending functions or meetings. Incumbents are subject to contact with community and business leaders, frequent interruptions, noise from talking or office equipment and demanding legal timelines. At least minimal

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environmental controls to assure health and comfort. Must be willing and able to travel and to work nights and weekends, as required.

Physical Demands:

Incumbents regularly sit for long periods; walk short distances on a regular basis; travel to various locations to attend meetings and conduct work; use hands and fingers to operate an electronic keyboard or other office machines; reach with hands and arms; stoop or kneel or crouch to file; speak clearly and distinctly to answer telephones and to provide information; see to read fine print and operate computer; hear and understand voices over telephone and in person; and lift, carry and/or move objects weighing up to 10 pounds.

Supplemental Information

District Management Team Salary Schedule - Range 13

Required Documents: Resume and Cover Letter

Applications missing the required documents will not be considered.

Work Schedule: Monday - Friday (8:00 AM – 5:00 PM) (Schedule and shift are subject to change in accordance with the department's needs.)

Hours Per Week: 40

Months: 12

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Special COVID-19 Notice:

Interviews may be held in-person (following all necessary precautions) or in a virtual format. Employees must reside in California while employed with the South Orange County Community College District (SOCCCD), even during offsite work.

The SOCCCD is committed to protecting the health and wellbeing of students, faculty, staff, managers, and the communities it serves. More information can be found on the SOCCCD website by visiting <https://www.socccd.edu/communications/covid-19-information>.

Notice to all Candidates for Employment:

The Immigration Reform and Control Act of 1986, Public Law 99-603, requires that employers obtain documentation from every new employee which authorizes that individual to accept employment in this country. The SOCCCD will not sponsor any visa applications.

California Public Employees Retirement System and California State Teachers Retirement System:

A California Public Employees Retirement System (CalPERS) retiree may not accept employment until after the first 180 days of retirement. Anyone retired from CalPERS accepting permanent employment with the SOCCCD will be required to reinstate as an active CalPERS member. Please contact CalPERS for additional information regarding your retirement status.

Any active vested member of California State Teachers Retirement System (CalSTRS), who accepts employment with the SOCCCD to perform service that requires membership in CalPERS, is eligible to elect to continue retirement system coverage under CalSTRS



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Disability Accommodations:

If you require special accommodations in the application and/or evaluation process, please notify Human Resources at least two (2) business days prior to the job posting close or initial screening date, by either calling (949) 582-4850 or sending an e-mail to hrintfodesk@socccd.edu.

Attendance Requirement:

All SOCCCD employees are required to report to work on a regular and consistent basis, as scheduled, to assigned job.

Campus Crime and Safety Awareness:

Information regarding campus crime and safety awareness can be found at www.ivc.edu or www.saddleback.edu. Paper copies are available in the Human Resources office upon request.

Diversity, Equity, Inclusion and Equal Employment Opportunity:

The SOCCCD is committed to creating an academic and work environment that fosters diversity, equity, and inclusion (DEI) and equal employment opportunity (EEO) for all, and ensures that students, faculty, staff, and managers of all backgrounds feel welcome, included, supported, and safe. Our culture of belonging, openness, and inclusion, makes the SOCCCD a unique and special place for individuals of all backgrounds.

The SOCCCD is looking for equity and inclusion-minded applicants who represent the full diversity of California and who demonstrate a sensitivity to the understanding of diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds present within our community. When you join the SOCCCD, you can expect to be part of an exciting, thriving, equity-focused, and inclusive community that approaches higher education with the lens of social justice and collaboration among students, faculty, staff,



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managers, and community partners. In deciding whether to apply for a position at the SOCCCD, you are strongly encouraged to consider whether your values align with the SOCCCD's mission and goals for DEI and EEO.

THE SOCCCD IS AN EQUAL OPPORTUNITY EMPLOYER

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

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