

STUDENT RIGHTS AND CONDUCT OFFICER

JOB SUMMARY

Under the general direction of the area administrator, will oversee and serves as the district-wide lead for the implementation of student rights and responsibilities systems and operations, including the student disciplinary process and student grievance, complaints, feedback, and appeals resolution. Resolution assistance for students includes student code of conduct violations, student mental health and well-being concerns, student complaints, extenuating circumstance petitions and appeals, and student crisis intervention.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements and duties does not exclude them from the position if the work is similar, related, or a logical assignment to this class.

1. Ensure compliance with student rights and responsibilities policies and administrative procedures; hear and address student problems, concerns, and complaints in collaboration with various departments and employees across the District; mentor students on available District resources; coordinate entire student compliance and grievance process; communicate updates, status, or process to students and involved parties.
2. Serve as neutral third-party investigator and conduct officer for all student conduct incidents, disciplinary matters, and grievances; provide a fair and equitable treatment and due process for students; mediate and seek fair and equitable solutions to problems; spearhead timely, comprehensive investigations into allegations of student misconduct, grievances, and complaints; prepare statements, findings, conclusions, and recommendations.
3. Serve as a resource and primary administrative point of contact for internal and external issues and relationships related to student behavior/conduct, grievances, and appeals resolution; explain the student judicial process; analyzes and advises stakeholders on legal, compliance, and regulatory interpretation within area of responsibility.
4. Coordinate non-disciplinary interventions; make necessary referrals and provide resources to services; foster collaborative partnerships with campus stakeholders to address issues pertaining to discrimination, harassment, and Title IX compliance, orchestrating multifaceted initiatives and insightful data analysis.
5. Generate and present reports; maintain meticulous records of incidents and complaints; maintain database and due process evidence for student judicial proceedings, student complaints, and student grievances; safeguard and maintain the confidentiality of student records, data, information, and other sensitive files; assist with Clery compliance and other mandated reporting.
6. Generate and execute training programs and educational campaigns for students and employees to deepen understanding of area policies, procedures, and practices; collaborate with stakeholders to develop and implement proactive measures for preventing misconduct, avoiding grievances, and addressing complaints.
7. Provide support in refining departmental policies, procedures, and services; assist in the review and revision of institutional policies, procedures, and protocols to ensure alignment with legal requirements, emerging trends, and the evolving needs of the District; , contribute to the ongoing

assessment and evaluation of student conduct processes, and grievance resolution mechanisms, soliciting feedback and implementing improvements as needed to enhance effectiveness and efficiency.

8. Collaborate seamlessly with external agencies, including law enforcement and regulatory bodies, to address student conduct issues with tact and efficacy; perform and provide background checks/information for students, including discipline history, for FBI, private investigators, legal counsel, or other external agencies.
9. Research and provide information through California Education Code, FERPA (Family Educational Rights and Privacy Act), local policies and procedures, student handbooks, employee handbooks, and other resources.
10. Represent the college at conferences, committees, and community forums to share insights, exchange best practices, and contribute to broader discussions on equity and inclusion in higher education
11. Provide mentoring and guidance to staff and student leaders involved in conducting investigations, resolving disputes, and upholding campus standards of conduct, fostering a culture of professionalism and accountability.
12. Performs other related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

1. Federal and state laws and state regulations related to unlawful discrimination and sexual harassment based on all protected categories, including Title II, Title VI, Title VII, Title IX, ADEA, ADA, Sections 504 and 508 of the Rehabilitation Act of 1973, the Clery Act, Family Educational Rights and Privacy Act (FERPA), and Violence Against Women Act (VAWA)
2. Assist the Department with administrative principles and practices, including goal setting, program development, implementation, and evaluation of the program.
3. Organization and management practices as applied to the development, analysis, and evaluation of programs and operational needs of the assigned functions.
4. Record-keeping principles and procedures.
5. Modern office practices, methods, and computer equipment and applications relevant to the work.
6. Employ clear, tailored communication to convey the college's mission and initiatives to governmental agencies, community groups, and organizations, while fostering relationships, advocating for interests, and prioritizing engagements strategically.
7. Student grievance and appeal processes.
8. Trauma-informed and culturally responsive restorative justice practices.
9. Mediation and conflict resolution principles.

Skills in:

1. Strong problem-solving skills.
2. Excellent communication skills, both verbal and written.
3. Capacity to meet deadlines and maintain documentation.
4. Proficiency in interpersonal relations and customer service.
5. Ability to handle multiple tasks simultaneously and prioritize effectively.
6. Competence in operating office equipment and specialized software.
7. Capacity for independent judgment within established guidelines.

8. Proficiency in strategic leadership, management, and advocacy.
9. Ability to manage change and handle sensitive topics.

Ability to:

1. Respond promptly and effectively to emergent issues or crises.
2. Exercise tact and sound judgment to mitigate risks and uphold institutional integrity.
3. Ability to work effectively in a team environment.
4. Capability to investigate and analyze claims information.
5. Participation in complaint and grievance processes and hearings.
6. Capacity to recommend and implement effective practices.
7. Ability to develop and conduct training and education programs.
8. Proficiency in resolving personnel issues and conflicts.
9. Skill in preparing clear and concise written materials.
10. Capacity to handle confidential information with discretion.
11. Ability to establish and maintain various systems for record-keeping.
12. Understanding of scope of authority and ability to make independent decisions.
13. Proficiency in reviewing situations and determining appropriate courses of action.
14. Be objective, thorough, and unbiased.
15. Adapt to changing priorities, responsibilities, needs, and expectations.
16. Stay current on applicable laws, regulations, and guidance to meet the needs of the position.
17. Cultivate and maintain effective working relationships with internal and external stakeholders
18. Demonstrate sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.

QUALIFICATIONS AND REQUIREMENTS

Education and Experience:

1. A Bachelor's degree from an accredited institution in counseling, education, social work, psychology, human resources compliance, or related field; AND
2. Three (3) years of related experience in conducting investigations and resolution of concerns and complaints that may include conflict resolution, problem solving techniques, complaint screening, interviewing, assessment, consultation, and advice; OR
3. An equivalent combination of education, training, and/or experience.

Licenses and Certifications:

Travel will be required for this position between District locations. Incumbent will be responsible for securing transportation to assigned locations.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

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 to perform the essential job functions.

This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Primary function requires sufficient physical ability and mobility to work in an office setting and travel from site to site; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach and twist; to lift, carry, push, and/or pull light to moderate amounts of weight up to 25 pounds, including push and pull drawers open and closed to retrieve and file information. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and

to operate office equipment requiring repetitive hand movements and fine coordination; and to verbally communicate to exchange information. Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various College and meeting sites.

See in the normal visual range with or without correction; vision sufficient to read printed materials and computer screens; and to operate assigned equipment.

Hear in the normal audio range with or without correction to communicate in person, before groups, and over the telephone.

Environment: Work is performed primarily in a standard office setting with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may travel from site to site and may interact with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. Incumbent may interact with upset individuals in interpreting and enforcing departmental policies and procedures.