

Lakota Local Schools Ombudsman

Position Description

The position calls for an ombudsman to serve as a neutral party while collaborating with staff and community members to ensure all stakeholders receive fair and equitable treatment in matters of concern or complaint received from schools, parents, and the community. The ombudsman would respond to the public's questions, direct the public to the appropriate office and make the public aware of the Board's policies, guidelines and district procedures.

The ombudsman mediates between two parties and serves as an intermediary by listening to complaints, participating in the investigation and resolution of the complaints, providing consultation in a confidential manner, and recommending strategies to resolve conflicts with parents. The ombudsman will guide the Lakota administration into making professional and wise decisions that focus on student success and building stronger relationships with the community. The ongoing conversations and collaboration provide an opportunity for professional growth among district leaders.

The ombudsman is entrusted with highly confidential information about the organization and its constituents. There is a high degree of integrity, communication skills, gathering and analysis of information, conflict resolution, and good decision-making. The ombudsman exercises the appropriate dispute resolution sensibility that includes a broad range of processes.

Another key role of the district ombudsman is to gather data to identify recurring issues and problems that need deeper examination or clarification across the district.

The ombudsman reports directly to the Superintendent, Assistant Superintendent and/or President of the Board of Education.