

PARENT COMMUNITY FACILITATOR (MCD)

DEFINITION

Assists a certificated administrator with the implementation of the Modified Consent Decree by recording special education complaints made by parents and participating in the resolution of these issues.

TYPICAL DUTIES

Accurately records all parent inquiries and complaints regarding special education and participates in the District's resolution to those issues.

Provides complete and accurate special education information to parents contacting the Complaint Response Unit (CRU).

Provides CRU informational materials to parents informing them of the purpose of the unit.

Works collaboratively with departments in the Division of Special Education, Educational Equity, and other District offices to respond appropriately to inquiries and complaints regarding special education.

Provides parents with written lawful responses to expressed concerns to close out cases.

Performs other related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

A Parent Community Facilitator (MCD) assists a certificated administrator with the implementation of the Modified Consent Decree by responding to parent inquiries or complaints regarding special education and keeps detailed records regarding the inquiries and complaints and records the lawful responses to these inquiries within the District data system.

A Parent Community Facilitator assists a certificated administrator in the organization of meetings and provides in-service training to Community Representatives and parents participating in Court-ordered Integration and categorical programs regarding State and federal policies and election procedures.

SUPERVISION

General direction is received from a certificated administrator and/or designee. No supervision is exercised.

CLASS QUALIFICATIONS

Knowledge of:

Issues related to families of students with disabilities

Special education laws and regulations including IDEA, the Modified Consent Decree, and State Education Code

Individualized Education Program (IEP) process

Special Education services, complaints, and due process

Characteristics of special education eligibilities
Policies and procedures of the District and Division of Special Education
Computer applications such as word processing, database, and email
Appropriate techniques and practices for communicating information in person and by telephone

Ability to:

Understand and interpret rules, policies, and regulations
Facilitate discussion and resolve conflicts among individuals and groups
Write clearly, concisely, and accurately in a manner appropriate to the purpose and audience
Remain calm and pleasant under stressful situations
Work effectively and cooperatively with all racial, ethnic, and socio-economic groups and individuals
Communicate effectively, persuasively and tactfully to promote the goals of the District and Division of Special Education
Work collaboratively with colleagues
Exercise good judgment in scheduling work, responding promptly to requests, establishing priorities and communicating with parents and colleagues in sensitive situations
Accurately record, file, monitor and maintain data manually and by computer
Listen effectively and employ mediation skills
Operate a computer and associated peripheral equipment

ENTRANCE QUALIFICATIONS

Education:

Graduation from high school or evidence of equivalent educational proficiency. An Associate Degree of completion of equivalent college semester or quarter units is preferable.

Experience:

One year of experience in a special education parent/community involvement program or special education advisory committee.

Special:

A valid California Driver License.
Use of an automobile.

SPECIAL NOTE

The class description is not a complete statement of essential functions, responsibilities, or requirements. Entrance requirements are representative of the minimum level of knowledge, skill, and /or abilities. To the extent permitted by law, management retains the discretion to add or change typical duties of a position at any time, as long as such addition or change is reasonably related to existing duties.

Revised
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