Loudoun County Public Schools

HUMAN RESOURCES AND TALENT DEVELOPMENT
JOB CLASS SPECIFICATION

Certified: 4/21/2026

Ombuds

Pay Scale: B
Level: 25
FLSA Status: Exempt
Job Family: Administration
Primary Location: Administration Building

Department Overview
The Superintendent's Office provides leadership and guidance to all school sites and administrative offices throughout the Division. The Office works closely with the School Board to interpret policy, assure compliance, and provide strategic direction to the Division to meet the needs of students, parents, families, employees and community members. Additionally, the Office is home to the Division's legal counsel; government relations; ombuds; safety and security; and diversity, equity, inclusion, and accessibility (DEIA).

Job Overview
The Ombuds serves as a designated neutral resource for families, employees and community members, advocating for fairness, equity and consistency to assist in the resolution of education, student and employee-related concerns, problems, complaints and issues. The position provides resources for information and referral; fosters positive working relationships among stakeholders; and facilitates conflict resolution and mediation.

Roles and Responsibilities
The following information is intended to describe the overall nature and scope of the work being performed. This is not a comprehensive listing of all responsibilities or tasks; work may differ and other work may be assigned when deemed appropriate.

- Acts as a neutral and confidential resource for families, employees and the school community to communicate and inquire about education and employee-related concerns.
- Provides information and assistance regarding the Division rules, regulations, and procedures.
- Assists stakeholders in identifying office or official to which an issue should be addressed.
- Promotes positive working relationships among employees and between the division and the school community.
- Assists families in effectively advocating for their students.
- Researches and identifies best practices to proactively address and prevent conflict.
- Recommends and develops conflict avoidance and resolution strategies and fair and equitable processes.
- Seeks to ensure resolution of problems and concerns in a prompt and fair manner that is satisfactory to all parties involved through counseling, mediation, and conflict resolution services.
- Participates in development of policy to ensure fair and equitable delivery of Division services and advises on the strategic impact of policy implementation.
- Drafts final resolutions of complaints and responses to inquiries.
- Provides consultative services to division administration and staff.
- Oversees the design, coordination, and delivery of proactive professional learning for school and division staff in efforts related to informal conflict resolution.

Qualifications
Below are the minimum qualifications for this job. Equivalent combinations of education and experience are also acceptable.

Education
Bachelor's Degree in education, psychology, sociology, conflict resolution, human resources, public administration, or related field

Experience
Six (6) years of ombuds or professional mediation conflict resolution experience

Licenses and Certifications

Knowledge, Skills and Abilities

- Knowledge of the procedures and practices of K-12 school administration
- Knowledge of the principles, practices, methods, and trends of fact finding, conflict resolution, mediation, and cultural competency
- Knowledge of school division and community resources, demography and diversity
- Ability to establish and maintain collaborative working relationships and build trust with school personnel, public entities, families and citizens
- Ability to deal with controversy, and handle sensitive or confidential information with tact and discretion
- Proficiency in the use of personal computer and related hardware and software
- Ability to communicate effectively, both orally and in writing
- Ability to understand, interpret, apply and explain complex rules, regulations, policies, legislation and court decisions
- Ability to analyze processes and problems, identify opportunities for improvement and implement changes
- Ability to communicate and interact effectively with individuals of diverse backgrounds
- Ability to represent the division in a variety of public settings

Physical Requirements
The following provides a brief description of physical requirements for this job:

While performing the duties of this job, the employee is regularly talking, expressing or exchanging ideas by means of the spoken word. The employee must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly. The employee must possess normal cognitive abilities including the ability to learn, recall and apply certain practices and policies. Frequently sitting and/or remaining in a stationary position for long periods of time. Exerting up to 25 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.

Equal Opportunity Employment
The Loudoun County School Board seeks to cultivate a high performing team of professionals focused on its mission and goals. The School Board values merit and excellence within its workforce and encourages the highest levels of professionalism for all its employees.

The School Board also recognizes and values the diversity of the students and broader community it serves and encourages diversity within its workforce.
The Loudoun County School Board is an Equal Opportunity Employer. The School Board does not discriminate against qualified applicants or employees on the basis of actual or perceived race, national origin, ancestry, color, sex, sexual orientation, gender identity, pregnancy, childbirth or related medical conditions, marital status, age, religion, disability, genetic information, veteran status or any basis protected by law.

ADA Accommodations Disclosure

Under the Americans with Disabilities Act (ADA), Loudoun County Public Schools is required to provide reasonable accommodations to qualified employees with disabilities, unless doing so would pose an undue hardship. Qualified employees are those who hold the necessary education, skills, and experience for the job; and who can perform its essential responsibilities, with or without an accommodation.

Remote Work Disclosure

The following guidelines apply to jobs and positions where employees have been identified as having the potential to work remotely. Remote work is defined as completing one's duties and responsibilities at a site other than one's assigned duty location. In order to be eligible for remote work privileges, an employee must have demonstrated consistent, positive performance and have the support and approval of their direct supervisor. In addition, these employees must have reliable high-speed internet and a designated workspace that allows them privacy while completing sensitive and confidential work. Employees who are non-exempt and are working remotely will work their regular scheduled hours and gain prior approval from their supervisor if they work more than 8 hours a day or more than 40 hours in a workweek. Remote work privileges can be amended, changed, or revoked based upon the performance of the employee, as well as the needs of Loudoun County Public Schools.