

## SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

### CLASS TITLE: DEAN OF COUNSELING & STUDENT SUPPORT PROGRAMS

#### **SUMMARY DESCRIPTION**

Under the administrative leadership and direction of the Vice President for Student Affairs, work with administrators, faculty, staff and Department Chairs to formulate policies for designated programs; determine goals and objectives to support quality instruction and services; provide leadership for support services and articulate and implement an overall vision within the College's strategic plan; assume responsibility for making decisions necessary for the effective operation of student support programs and services; and represent the unit to other segments of the College's internal and external community.

#### **REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of 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.*

1. Provide leadership for the development and improvement of programs and services; encourage innovative strategies and systems for effective service delivery. *E*
2. Provide leadership for the development of instructional programs and services for special student populations. *E*
3. Recommend the establishment of new classified and academic positions; recommend the selection of classified staff; in consultation with the Department Chair, hire adjunct faculty. *E*
4. Provide leadership in the professional development of assigned faculty and staff in accordance with District policy. *E*
5. Administer categorical programs in accordance with federal, state, and institutional policies and procedures. *E*
6. Prepare and recommend budgets for assigned areas and monitor expenditures. *E*
7. Evaluate effectiveness of student support programs and services through systematic program review. *E*
8. Provide leadership in developing operational policies and procedures that are student-centered and meet mandated requirements. *E*
9. Participate in cooperative agreements and programs with other educational institutions, business and industry, and community-based organizations. *E*
10. Work with faculty and staff to develop grant proposals in collaboration with the Office of Institutional Advancement. *E*
11. Where appropriate, establish, and supervise a strong and effective system of lay advisory committees; recommend the composition of advisory committees to the Vice President for Student Affairs. *E*
12. Participate in the selection and evaluation of new administrators, faculty and staff; supervise and evaluate assigned personnel in accordance with district policy; provide training for staff; work with employees to correct deficiencies. *E*
13. Oversee the planning and supervision of student activities and events. *E*
14. Provide orientation to adjunct and contract instructors and counselors regarding their duties and obligations. *E*
15. Direct the development of publications for support services programs such as handbooks, brochures, forms and other related materials. *E*
16. Provide leadership in the implementation of technology and computer systems to enhance programs and services. *E*

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17. Prepare organizational and operational studies; prepare a variety of statistical and narrative internal reports for informational and planning purposes; recommend modifications to programs, policies, and procedures as appropriate. *E*
18. Serve on college, regional, community, and statewide organizations and committees. *E*
19. Coordinate assigned programs with other college functional units and locations. *E*
20. Collaborate with the instructional areas and other units in program development and delivery of services. *E*
21. Establish partnerships with high schools, colleges, agencies, and other groups whose activity is related to student support services. *E*
22. Serve as an advocate for the College on local, state, and national levels; represent the College in the community. *E*
23. Perform related duties and responsibilities as required.

**KNOWLEDGE AND ABILITIES**

**Knowledge of:**

State regulations for the administration of categorical programs within community colleges

District policies, procedures, and current educational and student support services programs.

Operations, services, and activities of the assigned support services programs.

Applicable policies, procedures, goals and objectives of the assigned programs and services.

Methods and techniques of leadership and management.

Methods and techniques of hiring, supervision, and performance evaluation.

Methods and techniques of developing and implementing student support programs and services.

Principles and practices of curriculum and course development.

Principles and practices of budget preparation and administration.

Methods and techniques of research, analysis, and decision making.

Principles and procedures of report preparation.

Pertinent Federal, State, and local rules, regulations, and guidelines.

Effective and appropriate communication skills.

English usage, grammar, spelling, and punctuation.

Oral and written communication skills.

Modern office procedures, methods, and equipment including computers.

Interpersonal skills using tact, patience, and courtesy.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

**Ability to:**

Provide vision and creativity to solving problems and developing new services that create greater Student Success.

Direct the activities of and provide effective leadership for assigned programs and services.

Oversee and participate in the development, administration, and implementation of program goals, objectives, learning outcomes, policies, and procedures.

Develop and monitor an operational budget.

Develop, coordinate, and manage effective programs and services.

Select, supervise, train, and evaluate assigned staff and faculty.

Review student support services and recommend program modifications.

Oversee and participate in the creation of innovative instructional programs for special student populations.

Exercise critical and independent judgment.

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- Serve on a variety of committees and boards.
- Coordinate multiple project activities and tasks.
- Work successfully with District faculty, administrators, and staff.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
- Plan and organize multiple activities and tasks to meet schedules and time lines.
- Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

**EDUCATION AND EXPERIENCE**

A Master's degree in any academic area OR the equivalent OR possession of a valid California Community College Supervisor Credential. A minimum of two years of formal training, internship, or leadership experience reasonably related to the administrator's administrative assignment.

**DESIRED QUALIFICATIONS**

Three or more years of management and leadership experience in developing and implementing student support programs that advance the mission of the community college and its students.

Extensive relevant experience in the field of student services; demonstrated experience in managing categorical/State funded programs; three or more years of management and leadership experience in developing and implementing student support programs; an understanding of technology trends related to area of assignment; and experience in a community college environment.

Knowledge of Title 5, Ed Code, and collective bargaining agreements.

**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 with disabilities to perform the essential job functions.*

**Environment:** Work is performed primarily in a standard office setting with frequent interruptions and distraction; extended periods of time viewing computer monitor; work outside of normal business hours may be required in order to meet deadlines and to attend meetings in the evening or on weekends; travel may be required.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; 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; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**Vision:** See in the normal visual range with or without correction.

**Hearing:** Hear in the normal audio range with or without correction.