

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

STUDENT CONDUCT AND CARE COORDINATOR

RANGE: 36

DISTRICT VALUES

Incumbents in District positions are expected to exhibit an equity-minded focus, responsiveness, and sensitivity to and understanding of the diverse academic, socioeconomic, cultural, gender identity, sexual orientation, and ethnic backgrounds of community college students, and employees, including those with physical or learning disabilities, and successfully foster and support an inclusive educational and employment environment.

SUMMARY DESCRIPTION

Under the direction of the Dean of Student Services or designee, perform a variety of professional-level duties in support of student conduct, student grievances, and student crisis support. Incumbents perform duties that involve gathering or reviewing information or data concerning student grievances or student conduct and discipline matters.

The Student Conduct and Care Coordinator serves as the College-wide coordinator of student rights and responsibilities systems and operations, including the student disciplinary process and student grievance, complaints, feedback, and appeals resolution. The position coordinates the operations of the Behavioral Intervention Team, a cross-functional group responsible for case management of student behavior and support resolution (Student Assistance, Facilitation, & Evaluation Team (SAFE-T) and the case management system used by the Office of Student Services.

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. Conduct research and analysis of conduct/disciplinary actions, student grievances, and student complaints following all applicable policies and procedures. **E**
2. Provide coordination related to policies, procedures, and operational processes related to student rights and responsibilities including: student conduct/disciplinary procedures, behavioral intervention and support, and resolution of grievances, conduct and grievance appeal hearings, and complaints. **E**
3. Respond to initial verbal or written inquiries or complaints regarding student conduct, discipline, rights, grievances, or behavioral concerns, forward more complex issues to the Dean of Student Services, or designee. **E**
4. Conduct the fact-finding process related to reports of student grievances and reports of student misconduct. Present findings to management; prepare and edit related reports and correspondence; make recommendations for follow-up or further action, including restorative justice resolutions. **E**
5. Participate in the facilitation of informal resolution of student grievances. **E**
6. Coordinate review, assessment, and responses to reports of student behavioral concerns. **E**

7. Gather, analyze, organize, and compile documentary evidence from multiple sources for the fact-finding process, responses to state and federal government agencies, administrative hearings, and informal resolutions. **E**
8. Maintain confidential case files and logs on Reports of Student Misconduct, Student Grievances, Student Concerns via the online case management system; remain current on new functionality of the case management system; update procedures and best practices related to the use of the case management system. **E**
9. Advise faculty, staff, management and supervisory personnel on policies, procedures, and practices regarding student conduct/discipline, student rights/grievances, and student behavioral concerns. **E**
10. Assist management in developing and implementing new operational procedures to accommodate legislative changes; develop and monitor operational procedures to enhance workflow and program effectiveness.
11. Make presentations to District management and staff as requested. Manage complex special projects as assigned; compile and evaluate statistical and other data to prepare various reports. **E**
12. Collaborates, creates, and maintains effective partnerships with internal departments, such as Campus Police Department, Personal Wellness Services, Human Resources, Title IX and Employee Relations, and Schools/Departments in Academic Affairs; forward discrimination, harassment, or Title IX related complaints to the Office of Title IX and Employee Relations. **E**
13. Remain current on related laws, regulations, and practices affecting student conduct/discipline, student rights/grievances, and student behavioral intervention; subscribe to related literature, attend conferences and seminars, and enroll in courses.
14. Participate in the design, coordination, facilitation, and implementation of workshops, training programs, and seminars for the College community; plan and organize speakers, prepare training content, coordinate participants, and oversee event logistics; develop and conduct trainings as assigned.
15. Perform related duties and responsibilities as required.

KNOWLEDGE AND ABILITIES

Knowledge of:

- Operations, services, and activities of student conduct and student grievances programs.
- Principles and practices of student affairs administration.
- Student conduct/discipline, student rights/grievances, student behavioral intervention and conflict resolution practices.
- Pertinent federal, state, and local laws, rules, regulations, guidelines, and provision including Title VII, Title IX, the Clery Act as amended, the ADA, the State Education Code, and the California Code of Regulations.
- Demonstrated understanding of diversity and equal opportunity, and experience working with people of varying age, class, culture, disability, ethnicity, gender, nationality, race, religion, gender identity, sexual orientation, and socioeconomic status.
- Literature, periodicals, and other resources concerning current trends in student conduct/discipline, student rights/grievances, and student behavioral intervention.
- Methods and techniques of research and analysis.
- Principles and practices used in preparing, reviewing, and evaluating a variety of data.

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- Principles and procedures of confidential record keeping.
- Principles and practices used in the preparation of comprehensive, clear, and concise reports.
- Oral and written communication.
- Principles and practices utilized in student affairs program coordination and administration.
- Interpersonal skills using tact, patience, and courtesy.
- Basic principles and practices of training development.
- English usage, grammar, spelling, punctuation, and vocabulary.
- Modern office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, databases, and case management systems.

Ability to:

- Perform a variety of professional-level student affairs duties in support of student conduct/discipline, student rights/grievances, student behavioral intervention and conflict resolution with minimum supervision involving the use of a high level of independent judgment and personal initiative.
- Assist in organizing and administering various District student affairs programs, functions, and services.
- Research, compile, assemble, analyze, and interpret data from diverse sources.
- Organize and synthesize complex information to write thorough and comprehensive factual reports; disseminate detailed information.
- Work confidentially with discretion; maintain confidentiality of work performed including maintaining confidential student record files.
- Maintain current knowledge of, understand, interpret, apply, communicate, and explain general and specific administrative and departmental policies and procedures as well as pertinent federal, state, and local laws, rules, regulations, requirements, and restrictions.
- Assist on ongoing and complex caseload of student conduct/discipline, student rights/grievances, student behavioral intervention related incidents, complaints, and/or grievances to a prompt, effective, and equitable remedy.
- Understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.
- Effectively represent the Office of Student Services to outside individuals and agencies to accomplish the goals and objectives of the unit.
- Organize, assess, and manage projects effectively.
- Plan and organize work to meet schedules and timelines; meet critical deadlines while working with frequent interruptions.
- Exercise judgment, diplomacy, discretion, and a high level of independence in handling matters of a sensitive and confidential nature.
- Design and deliver training programs to all constituents of the District.
- Analyze operational issues and effectively recommend remedial actions.
- Treat interviewees, including complainants, witnesses, and subjects of Reports of Student Conduct and Student Grievances with respect, dignity, and reassurance.

- Respond tactfully, clearly, concisely, and appropriately to inquiries from the public, District staff, or other agencies on sensitive issues in area of responsibility.
- Work successfully with District faculty, administrators, and staff as well as community representatives.
- Type or enter data at a speed necessary for successful job performance.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications; use spreadsheet software to produce reports.
- Demonstrate an awareness and appreciation of the cultural diversity of the community.
- 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.
- Learn and adapt to changing technology and equipment used in the performance of assigned duties.

EDUCATION AND EXPERIENCE

Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Any combination equivalent to: A Bachelor's degree or equivalent combination of education and professional experience in counseling, student affairs, higher education, social work, psychology, sociology, criminal justice, or a related field **AND** three (3) years increasingly responsible experience working in a role related to residence life, Title IX/Office of Civil Rights, or conduct/behavioral case management in a social service capacity, community service capacity, or a student services-oriented role at an educational institution.

A Master's degree is desirable and may substitute for up to one (1) year of related experience.

LICENSE AND OTHER REQUIREMENTS

None.

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 distractions; extended periods of time viewing a computer monitor; possible exposure to dissatisfied individuals.

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.

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