

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

DEAN, COUNSELING AND STUDENT SUPPORT PROGRAMS

DEFINITION

Under administrative direction, plans, organizes, and provides equity-minded leadership and direction for student support operations, activities, programs, and services assigned which may include, but are not limited to Counseling Center, Extended Opportunities Program and Services, Disability Support Services, Career/Transfer, Student Employment and other student services projects; oversees planning and program development in accordance with missions, goals, and objectives of the District and assigned areas; assumes responsibility for making decisions necessary for the effective operation of assigned student services programs; fosters cooperative working relationships among District divisions and with various public and private groups; provides highly responsible and complex professional assistance to the Vice President, Student Affairs in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Vice President, Student Affairs. Exercises general direction and supervision over assigned faculty and staff.

CLASS CHARACTERISTICS

This is a Dean classification that oversees, leads and directs all student support programs, services, and activities as assigned, including short- and long-term planning, program development, and administration of program policies, procedures, and services. This classification provides assistance to the Vice President, Student Affairs in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of education policy and District functions and activities and the ability to develop, oversee, and implement projects and programs in a variety of areas. The work provides for a wide variety of independent decision-making, within legal and general policy and regulatory guidelines. Responsibilities include coordinating the activities of the assigned areas with those of other District divisions and outside agencies and managing and overseeing the complex and varied functions of the assigned area. The incumbent is accountable for accomplishing planning and operational goals and objectives and for furthering District goals and objectives within general policy guidelines.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the functions of the job.

1. Assumes leadership responsibility for assigned student support programs, services, and activities and for the effective use of resources to enhance student support planning, student access and success, and overall program and service quality.
2. Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the assigned area of responsibility; within District policy, establishes appropriate budget, service, and staffing levels.
3. Manages, develops, and administers the annual budget for the assigned area of responsibility; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; explores and develops new revenue streams to support student success; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.
4. Manages the selection, training, and motivation of faculty and staff; evaluates and reviews work for acceptability and conformance with District standards, including program and project priorities;

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provides leadership in the professional development of assigned faculty, staff, and administrators; in accordance with District policy and procedures, coaches faculty and staff toward improved performance; implements disciplinary procedures; recommends hiring or termination; responds to staff questions and concerns.

5. Oversees the overall quality of assigned services by developing, reviewing, and implementing policies and procedures to meet regulatory requirements, educational standards, and District needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
6. Serves as an advocate for the District on local, state, and national levels; provides consultation and technical expertise to administrators, faculty, staff, students, outside agencies, and others concerning assigned operations and activities; provides detailed technical information concerning programs and services.
7. Establishes partnerships with feeder schools, colleges, agencies, and other groups whose activity is related to student support services; provides leadership in the establishment of new partnerships or programs with feeder school districts, colleges, and other agencies.
8. Coordinates and collaborates assigned programs with administrators, faculty, staff, other functional units, including the Office of Institutional Research and Assessment, outside public and private agencies, students, and the public to encourage integration of appropriate student support services and academic instruction; establishes and maintains partnerships in support of a student-centered model of education.
9. Oversees and participates in conducting a variety of analytical and operational studies regarding programmatic activities; prepares comprehensive technical records and reports, identifies alternatives, and makes and justifies recommendations.
10. Represents the College and participates in professional and community meetings; chairs and participates in various District committees and advisory boards; stays abreast of new trends and innovations in the related to the area of assignment.
11. Directs and facilitates the preparation and maintenance of a variety of records and files.
12. Monitors changes in laws, regulations, and technology that may affect District operations and area of assignment; implements policy and procedural changes as required.
13. Prepares, reviews, and presents a variety of reports, management and information updates, incorporating program reviews and learning outcomes.
14. Responds to difficult and sensitive inquiries and complaints and resolves or assists with resolutions and alternative recommendations.
15. Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, budget development, program development, implementation, and evaluation.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
- Applicable policies, procedures, goals, and objectives of the assigned program and service areas.
- Applicable federal, state, local, and District laws, regulations, standards, ordinances, policies, and procedures relevant to assigned programs, projects, and operations including Title 5, the Education Code, equal opportunity, and safety.
- Educational policy analysis and research trends affecting community colleges.

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- Principles and practices of employee supervision, including work planning, assignment, review, and evaluation, and the training of staff in work methods and procedures.
- Theories, principles, and practices associated with higher education curricula and instruction, student support services, student learning, and student success.
- Contemporary issues of inclusion, social justice, diversity, access, and equity as related to higher education.
- Principles and practices related to the Guided Pathways model.
- Higher educational institutional methods and techniques for the development of presentations, business correspondence, research and reporting, and information distribution.
- Modern office practices, procedures, technology, and computer equipment and applications including those utilized in educational programs and services
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively interacting with students, staff, faculty, representatives of outside organizations, and members of the public, including individuals of diverse academic, socioeconomic, ethnic, religious, and cultural backgrounds, physical ability, and sexual orientation.

Ability to:

- Develop and implement goals, objectives, plans, policies, procedures, and work standards for the department and assigned program areas.
- Provide administrative and professional leadership and direction for the department and assigned area.
- Interpret, apply, explain, and ensure compliance with applicable federal, state, local, and District laws, regulations, ordinances, policies, and procedures.
- Promote educational programs and services innovation that meets the needs of an increasingly diverse student population.
- Identify and address institutional barriers to student success, particularly for underrepresented students
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare and present comprehensive plans and effective oral and written reports.
- Develop and monitor budgets and effectively utilize resources.
- Select, train, motivate, and evaluate the work of faculty and staff; train faculty and staff in work methods and procedures.
- Effectively manage priorities in complex and diverse operational units.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment for communication, data gathering and reporting activities.
- Demonstrate sensitivity to and understanding of the diverse academic, socioeconomic, cultural, physical ability, and ethnic backgrounds of community college students.
- Use tact, initiative, prudence, ethics, and independent judgment within general policy, procedural, and legal guidelines.
- Communicate clearly and concisely, both orally and in writing.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

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EDUCATION AND EXPERIENCE:

A Master's degree and one year of formal training, internship, or leadership experience reasonably related to the administrator's administrative assignment.

LICENSES AND CERTIFICATIONS:

None.

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.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL ELEMENTS

Employees work in an office and classroom environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with members of the public or with faculty, staff, or students under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures.

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Koff & Associates