

## **SOUTHWESTERN COMMUNITY COLLEGE DISTRICT**

### **CLASS TITLE: DIRECTOR, STUDENT DEVELOPMENT AND HEALTH SERVICES**

#### **DEFINITION**

The Director, Student Development and Health Services plans, organizes, directs, and oversees all functions and activities of the Office of Student Activities including student health services; provides and facilitates a broad range of multicultural and social activities and leadership opportunities for students; serves as a primary point of contact for student interpersonal conflicts and student behavioral issues; coordinates assigned activities with other District divisions and departments; collaborates on highly responsible and complex subject matter with the Dean, Student Services in areas of expertise; and performs related work as required.

#### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from Dean, Student Services. Provides direct supervision to technical and administrative support staff; provides administrative (non-clinical) direction to faculty health care professionals.

#### **CLASS CHARACTERISTICS**

This is a Department Director classification that oversees and directs all functions of the Office of Student Activities, including short- and long-term planning and development and administration of departmental policies, procedures, and services. This class collaborates with the Dean, Student Services in a variety of administrative, 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 policies, procedures, bylaws, projects, and programs in a variety of areas. Responsibilities include strategic leadership of the activities of the department with those of other departments and Higher Education Centers and directing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental 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 essential functions of the job.*

1. Assumes full management responsibility for all Office of Student Activities programs and services, including the Associated Student Organization (ASO), campus clubs and organizations, Student Center, Service Learning, and student recognition events.
2. Assumes full management responsibility for all Health Services and Personal Wellness Services.
3. Develops, directs, and coordinates the implementation of goals, objectives, policies, and procedures for the department and for student-led activities; within District policy, establishes appropriate service and staffing levels; identifies the need for, recommends, and develops new programs or services; recommends and administers policies and procedures for staff work and student-led activities.
4. Manages, oversees, and provides guidance in the development and administration of the department's and ASO annual budgets; oversees student fundraising activities; authorizes contracts with performers, travel groups, and other vendors engaged by student organizations.

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5. Participates in the selection of, trains, motivates, and evaluates assigned classified staff; coaches employees toward improved performance; recommends to the Dean and implements discipline as needed.
6. Provides administrative oversight of Health Services and Personal Wellness Services to promote, encourage, and assist students to maintain good health and safe habits, and provide them with high quality behavioral health care; provides administrative direction to faculty health care professionals in Health Services and Personal Wellness Services through faculty coordinators; collaborates with faculty to address clinical performance issues.
7. Serves as advisor to the Associated Student Organization (ASO); supervises student government activities; advises and supervises student leaders in the development, review, and enforcement of governance documents including constitution, election code, bylaws, and house rules; promotes student participation in the shared governance process.
8. Designs and implements District-wide leadership development programs for a diverse group of student leaders; develops, coordinates, and facilitates personal and leadership development workshops, retreats, and courses for service learning students, student leaders, and members of recognized student organizations; provides ongoing in-service activities for club advisors and students.
9. Provides intervention and facilitation in instances of interpersonal conflict between students or in cases of student behavior that is of concern; mediates or facilitates the parties toward resolution and productive interactions; counsels or refers students behaving disruptively to appropriate District resources.
10. Informs students, faculty, administrators, and community partners regarding available service learning activities and resources; promotes student development programs.
11. Directs the planning, organization, and coordination of student recognition events, including the Student of Distinction Awards, student awards ceremony, and commencement.
12. Attends and participates in professional group meetings and various District committees and advisory groups; stays abreast of new trends and innovations in the field of student development, government, health and wellness, and other programs and services related to the area of assignment.
13. Maintains and directs the maintenance of working and official departmental files.
14. Conducts staff and faculty evaluations in accordance with District policies, procedures, and bargaining agreements.
15. Monitors changes in laws, regulations, and technology that may affect District or departmental operations; implements policy and procedural changes as required.
16. Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Dean.
17. Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
18. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
19. Performs related duties as assigned.

**QUALIFICATIONS**

**Knowledge of:**

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation.
- Budget development, administrative principles and practices, and organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.

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- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Principles, practices, and methods of advising and counseling students.
- Organization, operations, and practices of co-curricular programs and activities including student government, clubs, and special events.
- Applicable federal, state, local, and District laws, regulatory codes, ordinances, and procedures relevant to assigned programs, projects, and operations, including but not limited to, HIPPA, Title 5, California Education Code, FERPA
- Contemporary issues of inclusion, social justice, diversity, access, and equity as related to higher education.
- Methods and techniques for the development of presentations, business correspondence, technical report writing, and information distribution.
- Research and reporting methods, techniques, and procedures.
- Principles and procedures of record keeping.
- Modern office practices, procedures, technology, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- 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, policies, procedures, work standards, and internal controls for the department and assigned program areas.
- Provide administrative and professional leadership and direction for the department and the District.
- Prepare and administer budgets.
- Allocate limited resources in a cost-effective manner.
- Interpret, apply, explain, and ensure compliance with federal, state, local, and District policies, procedures, laws, and regulations.
- Select and motivate staff.
- Train staff in work methods and procedures.
- Plan, assign, review, and evaluate the work of others.
- Delegate authority and responsibility.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively represent the District and the department in meetings with various educational, business, professional, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize work of self and others, set priorities, and meet critical time deadlines.
- Demonstrate sensitivity to and understanding of the diverse academic, socioeconomic, cultural, physical ability, and ethnic backgrounds of community college students.
- Operate modern office equipment including computer equipment and specialized software applications programs.

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- Use English effectively to communicate in person, over the telephone, and in writing.
- Understand scope of authority in making independent decisions.
- Review situations accurately and determine appropriate course of action using judgment.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**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 **OR** possession of a valid California Community College Supervisor Credential **OR** the equivalent. One (1) year of supervisory experience preferred.

**LICENSES AND CERTIFICATIONS:**

Possession of, or ability to obtain, a valid California Driver's License by time of appointment is desirable.

**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; to visit various District and meeting sites; 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. The incumbent must engage in regular running, bending, stooping, and kneeling, and occasional climbing, to participate in student activities. Incumbent must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds.

**ENVIRONMENTAL ELEMENTS**

Incumbent works in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbent interacts with upset staff, faculty, students, and/or members of the public in interpreting and enforcing departmental policies and procedures.

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*Johnson & Associates*

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*Johnson & Associates*

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*Koff & Associates*

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*Ralph Andersen & Associates*