

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

**POSITION TITLE: ENGLISH AS A SECOND LANGUAGE (ESL) STUDENT ADVOCATE
SPECIALIST**

BASIC FUNCTION

Under the direction of the Dean of Language and Literature, provide assistance and information to English as a Second Language (ESL) students regarding student services programs, campus resources, and financial aid programs, or any other related type of resource. Plan, organize, and coordinate workshops and ESL student orientations in the related area of assignment, and perform a full range of the more complex program support and clerical duties in the support of assigned program area.

REPRESENTATIVE DUTIES

1. Serve as the liaison between campus resources and ESL students. *E*
2. Assist eligible ESL students in applying for state and Federal financial aid programs and scholarships and receiving financial assistance funding in a timely fashion. *E*
3. Advise, refer and support ESL students and applicants in areas such as registration, ESL Placement Assessment, Student Education Plans, financial aid, counseling and tutoring. *E*
4. Assist ESL students in registering for classes during the day and evening on the Chula Vista campus and Higher Education Centers where ESL is being offered. *E*
5. Facilitate student participation in ESL Placement Assessment. Communicate with students about the results of their ESL Placement Assessment and help them enroll in appropriate courses. *E*
6. Administer surveys beginning and end of the semester to determine needs and familiarity of support services on campus. Identify barriers to using campus services and design a model of student service delivery that meets the needs of students. *E*
7. Be involved with tracking incoming ESL students' successful completion of ESL sequence. *E*
8. Utilize various computer applications and software packages; provide ESL students with assistance using WebAdvisor, Blackboard, Southwestern College website and other relevant programs. *E*
9. Plan, organize, schedule, and conduct ESL student orientations, community building activities, study skills and success workshops, seminars on higher education system in the United States, class presentations, tours, meetings, and other activities related to assigned program area on the Chula Vista campus for day and evening students and at the Higher Education Centers that offer ESL courses; arrange and confirm speakers; reserve facilities and make other necessary arrangements. *E*
10. Develop promotional and informational materials for distribution on and off campus. *E*
11. May monitor progress of students in assigned program area; ensure compliance with applicable requirements and guidelines. *E*
12. Perform related duties and responsibilities as required. *E*
13. Attend monthly ESL Department meetings, ESL class meetings as needed and periodic Counseling meetings *E*

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ESL Student Advocate Specialist - *Continued*

KNOWLEDGE AND ABILITIES

Knowledge of:

Various resources and support services in the community college setting
Southwestern College ESL Program
Federal and State Student Financial Assistance programs including policies, rules and regulations.
Interviewing and advising techniques.
Public speaking methods.
Technical aspects of field of specialty.
Information and research resources available related to areas of assignment.
Principles and practices of record keeping.
Methods and techniques of comprehensive and technical report preparation.
Office procedures, methods and equipment including computers and applicable software applications such as word processing, spreadsheets and databases.
Interpersonal skills using tact, patience and courtesy.
Referral agencies, services, and departments on and off campus may be required for some
Operating characteristics and functionality of specialized software packages used in assigned area.

Ability to:

Ability to work with a diverse student population within the community college system.
Interpret and communicate complex rules, regulations, policies and procedures effectively.
Advise, counsel and interview students from diverse ethnic and socio-economic backgrounds.
Maintain accurate and complete records and prepare comprehensive and technical reports.
Operate office equipment including computers and supporting word processing, spreadsheet and database applications.
Understand and follow oral and written directions.
Plan and organize work.
Meet schedules and time lines.
Work independently with little direction.
Work effectively with frequent interruptions.
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

Any combination equivalent to: two years of college with major coursework in applied linguistics, linguistics, bilingual education, bicultural or ethnic studies, or any foreign language, preferably with a TESL certificate or the equivalent or two years increasingly responsible experience working with ESL students in a community college environment.

DESIRABLE QUALIFICATION

Ability to communicate in another language preferably Spanish

LICENSE OR CERTIFICATE

Valid California driver's license and a safe driving record.

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; exposure to dissatisfied individuals; extended periods of time viewing 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