

**San Jose · Evergreen Community College District
Classified Job Description**

Position: Assistive Services Specialist

Department: DSP

Location: EVC or SJCC

Date: 4/27/16

POSITION PURPOSE

Under the direction of assigned administrator, the Assistive Services Specialist participates in the delivery of services to students and staff in the Disabilities Support Program (DSP) and services. This position assists in providing access and reasonable accommodation for students with disabilities, and providing technical and functional direction to short-term student assistants.

KEY DUTIES AND RESPONSIBILITIES:

1. Perform general administrative support to the program and facilitate communication between students, faculty and staff to enable students with disabilities to participate in the instructional process.
2. Provide information to students, college personnel and the public regarding program eligibility, services, resources and support; explain policies, procedures and student responsibility.
3. Coordinate test proctoring; maintain program scheduling; and obtain disability documentation such as medical information and diagnostic test results as appropriate.
4. Assist in the development of program policies and procedures and accompanying forms. Maintain, prepare and organize forms and student records for the program.
5. Perform general front office activities including answering the phone, e-mail communication, filing, and assisting in the preparation of reports and program correspondence.
6. Provide and coordinate supportive/assistive services for students with disabilities; make appropriate referrals to appropriate college departments, and community/social service organizations.
7. Communicate with program staff and students regarding needs, concerns and problems; assist in researching alternatives and developing workable solutions.
8. Organize and participate in program meetings and events; prepare meeting agendas and minutes.
9. Assemble new student intake packets and student files; ensure students complete new student forms properly.
10. Coordinate Deaf and Hard of Hearing needs, such as interpreters, captioners, and note-takers.
11. Arrange for the provision of adaptive equipment and furniture for classroom accommodations, and maintain records of such equipment and furniture.
12. Collect and maintain statistical data related to program participation, services provided, academic progress of students, program achievements, and MIS reporting.
13. Maintain program accounts and perform regular bookkeeping such as purchasing, printing out budget reports, and creating budgetary documents.

14. Select, train and supervise student assistants; process new hire forms and review timesheets; direct and review the work of student assistants to accommodate the needs of program participants.
15. Perform other related duties as assigned.

Knowledge of:

1. Basic operations, services and activities of assigned program.
2. Pertinent federal, state and local laws pertaining to community college and disability-related services and programs.
3. Familiarity with and understanding of the Americans with Disabilities Act (ADA) and other applicable regulations concerning access to programs, services, and facilities by persons with disabilities.
4. Various disabilities.
5. College, community resources, and social service organizations available to students.
6. Alternative instructional processes, adaptive devices and other reasonable accommodations for student with disabilities.
7. Principles and procedures of record-keeping, book-keeping and basic report preparation.
8. Modern office methods and equipment including computer terminal usage and office application software.

Skills and Ability to:

1. Work effectively with faculty and staff from diverse disciplines.
2. Evaluate requested accommodations and schedule services.
3. Prepare and maintain reports, records, data, files, and logs.
4. Perform duties with constant interruptions, demanding compliance issues and timelines.
5. Establish and maintain cooperative and effective working relationships with staff, students and others.
6. Understand and use office administrative practices and tools including: computers, websites and other applications related to the program.
7. Determine work priorities and the ability to work independently and follow through on tasks
8. Recruit, train, and supervise student assistants.
9. Work with attention to detail and independently with minimum supervision.
10. Maintain confidentiality of sensitive information.

Experience and Education:

1. Associate degree or equivalent in related field.
2. Two years of related work experience preferably in providing services to people with disabilities at the adult level.
3. Demonstrated sensitivity, knowledge, and understanding of the diverse academic, socioeconomic, gender, cultural, disability, and ethnic backgrounds of the individuals we serve and sensitivity to and knowledge and understanding of groups historically underrepresented, and groups who may have experienced discrimination.

WORKING CONDITIONS

1. Typical office environment.

Board Approved: 4/2616

Salary Range: 89 (re-establish with updated duties)

EEO Category: 2B3 – Technical/Paraprofessional