San Jose/Evergreen Community College District
Classified Management Job Description

Position: Director, Student Support Services & Programs
Department: Student Affairs
College: Evergreen Valley College
Date: August 12, 2008

POSITION PURPOSE

Reporting to the Vice President of Student Affairs, the Director of Student Support Services & Programs manages the daily operations of the Federal Student Support Services (SSS-TRIO), Foster & Kinship Care Education (FKCE), and Youth Empowerment Success Strategies (YESS) Programs.

NATURE and SCOPE

The Director of Student Support Services & Programs is a categorical, federal funded position responsible for the overall administration, supervision and coordination of comprehensive academic, career, and student support programs designed to assist low-income, first generation, students with disabilities, and former foster youth students in reaching their educational and career goals. The Director will also be responsible for overseeing the Foster & Kinship Care Education program through the California Community Colleges Chancellor’s Office which is designed to develop and enhance parenting skills of foster and adoptive parents. The Director will perform a variety of technical tasks relative to the grant projects including grant writing and proposal submission, program management and budget supervision including all assigned personnel and all related records and reports and other duties that may be assigned.

KEY DUTIES and RESPONSIBILITIES

1. Plans, organizes, and implements assigned student support programs. Facilitates communications about departmental activities, events, deadlines, and timelines.

2. Submits timely and accurate grants and budgets for assigned student support programs. Responsible for seeking additional and alternative funding for the programs and activities.

3. Trains, counsels, supervises and evaluates assigned staff; interviews and participates in employee selection.

4. Provides leadership in the development and achievement of annual goals and objectives for the Federal SSS-TRIO and State Chancellor’s FKCE and California Community College Foundations YESS programs; submits monthly, quarterly, and annual reports.

5. Develops and coordinates in-service training for full and part-time program faculty and staff to provide excellent customer services to assure a student-centered, customer oriented environment for delivery of programs and services to students.

6. Complies with Title 5, Title IV of the Higher Education Act, and District policies and regulations per the federal TRIO and state funded programs.

7. Recruits and develops programs to retain and orient traditionally underrepresented and educationally under prepared students with language and economic disadvantages.
8. Works closely with college programs including, but not limited to Learning Resources, Basic Skills, Transfer Center, Counseling, Admissions, AFFIRM, ASPIRE, Enlace, CalWORKs, EOP&S, Disabled Student Program; participates and collaborates in the implementation of the College’s summer institute program.


10. Maintains and encourages effective communication with division staff by holding regular staff meetings; provide information to staff about issues, programs and practices affecting the college and the department.

11. Supervises the outreach recruitment efforts for students who may be disadvantaged, first attending college generation, disabled and/or foster youth in local high schools and within the community.

12. Ensures the validity and accuracy of student eligibility for Federal TRIO (SSS) students as defined by the United States Department of Education; supervises the awarding process of (SSS) grant aid and retention assistance.

13. Initiates and coordinates cultural awareness and enrichment activities to provide college wide support for (SSS-TRIO) and (YESS) students.

14. Handles student personal, program and staff related complaints and resolves conflicts regarding student eligibility, acceptance, and utilization of programs.

15. Conducts and reviews program exit process for students who are no longer eligible for services.

16. Oversees and ensures the accuracy of MIS and other federal and state reports including all year end summaries of SSS-TRIO, FKCE, and YESS program accomplishments.

17. Performs other duties and responsibilities as assigned.

EMPLOYMENT STANDARDS

Knowledge:

1. Education Code, Title 5, Title IV of the Higher Education Act, and State and Federal financial aid regulations that directly affect (SSS-TRIO) first-generation, low-income, disabled and (YESS) former foster youth students.

2. Foster and adoptive parenting needs as they apply to the development, enhancement, and delivery of parenting curriculum for foster and adoptive parents.

3. Learning theory and student characteristics including issues of cognitive, linguistic, and cultural diversity.

4. Interpersonal skills using tact, patience and courtesy.

5. Local public and private community agencies that serve low-income, students with disabilities, former foster youth, and ethnically diverse populations.

6. Planning, budgeting, and staffing.

7. Principles and practices of supervision and training.
8. Student recruitment, retention, and orientation programs that serve traditionally underrepresented students and educationally under prepared students with language and economic disadvantages.

9. Emancipated foster youth issues and strategies in ensuring their academic and personal success.

10. Curriculum development as it pertains to foster and adoptive parenting classes.

11. Pertinent Federal, State and local laws, codes and safety regulations.

12. Modern office equipment, including computers.

Skills and Abilities:

1. Train, supervise, and evaluate staff and counseling faculty in the area assignments.

2. Work in cooperation with various campus departments and programs in instruction, student services, and business services.

3. Organize programs that promote academic success for students from all cultures served by (SSS-TRIO) and (YESS) programs.

4. Establish and maintain cooperative and effective working relationship with others.

5. Meet schedules and timelines.

6. Provide cross-cultural counseling to students from the diverse ethnic, language, and socio economic groups in the (SSS-TRIO) (YESS) student populations.

7. Work effectively with multiple funding source budgets.

8. Communicate effectively both orally and in writing, including complex proposals and presentations.

9. Speak publicly with command of subject matter.

10. Motivate others and mediate issues.

11. Grant writing and proposal development.

12. Interpret, apply and explain rules, regulations, policies and procedures.

REQUIRED QUALIFICATIONS: Education and Experience:

1. Master’s degree or the equivalent; and one year of formal training, internship or leadership experience reasonably related to the administrative assignment, OR possession of a California Community College Supervisor Credential.

2. Demonstrated sensitivity, knowledge, and understanding of the diverse academic, socioeconomic, gender, cultural, disability, and ethnic backgrounds of the students we serve and sensitivity to and knowledge and understanding of groups historically underrepresented, and groups who may have experienced discrimination.

3. Success integrating diversity as appropriate into the major duties outlined in the job description and in the job description and in the duties listed in the District’s hiring policy or demonstrated equivalent transferable skills to do so.
Working Conditions:

1. Typical office environment.

Date Approved: 08/12/08
Salary Range: M23
EEO-Category: 2B1 – Executive/Administrative