

DIRECTOR OF STUDENT SUPPORT SERVICES - DSPS, EOP&S/CARE, Outreach
(Management Designation)
(Range 56)

DEFINITION

The Director of Support Services is directly responsible to the Assistant Superintendent/Vice-President, Student Services. Primary duties include the oversight of the day-to-day operations for Disabled Students Programs and Services (DSPS), Extended Opportunities Programs and Services (EOP&S)/Cooperative Agencies Resources for Education (CARE), and Outreach Programs. The Director of Student Support Services shall be responsible for officially representing the units, serving as spokesperson for the units, supervising activities of the units, and providing services to students as needed; and perform other related duties as required.

DISTINGUISHING CHARACTERISTICS

The Director of Student Support Services is a management position that is directly responsible for ensuring that services for DSPS, EOP&S/CARE and Outreach are provided; and that the District complies with all laws and regulations pertaining to DSPS and EOP&S/CARE students; and that EOP&S/CARE and DSPS students are provided with appropriate programs and services; and that student records are maintained. The Director must be able to skillfully manage faculty and staff and be responsible for ensuring budgeting and reporting requirements are met. In addition, the Director must understand, promote, and ensure the connection between EOP&S/CARE /DSPS functions and student learning and institutional effectiveness outcomes.

Incumbents in this position support student learning outcomes and institutional effectiveness by providing services to students who are underrepresented or have a qualified disability, thereby giving such students within these targeted programs a chance to achieve their educational goals and opportunities.

ESSENTIAL FUNCTIONS

Program Management and Services

- Direct and oversee the delivery of services DSPS, EOP&S/CARE and Outreach;
- Plan, develop, direct, supervise, implement and evaluate all components of the college DSPS and EOP&S/CARE programs
- Analyze and interpret diagnostic assessment results and reports to determine eligibility for services;
- Establish program goals, objectives and measurements as reported in the annual college unit plan;
- Assure compliance with local, state, and federal regulations regarding access to facilities and instructional programs;
- Initiate, compile, and maintain all records and data required by the Chancellor's Office and other official regulatory agencies;
- Provide direct services to EOP&S/CARE, and DSPS students as needed;
- Promote and maintain liaison with community agencies and educational institutions.

Budget Management

- Develop, submit, monitor, and approve expenditures of budgets for EOP&S/CARE, and DSPS;
- Assure compliance with local, state, and federal expenditure guidelines;
- Develop funding sources such as grants and gifts.
- Interact with other key stakeholders

Personnel Management

- Determine need, initiate requests, and recommend employment of all academic, classified, and student personnel;

- Recruit, train, and oversee volunteers;
- Supervise and evaluate all faculty and staff in the unit.

Instructional Management

- Facilitate the identification of curricular needs and assist in curriculum development.

Outreach

- Coordinate the outreach efforts within Student Services, having regular monthly meetings with staff who are responsible for outreach in each Student Services Department;
- Work closely with the Directors of Counseling, Financial Aid, Admissions and Records, Student Life and Leadership, faculty and staff to ensure the elimination of duplicate outreach efforts and to ensure that all Student Services Managers are aware of upcoming events;
- Work closely with ESL Outreach staff;
- Identify budget, material and staff needs to implement outreach efforts;
- Identify events that occur on a regular basis and assist with the promotion of those events;
- Assist the Director of Counseling and other Directors as needed with high school recruitment;
- Become aware of community events and ensure that managers within the Student Services Cluster are aware of those events;
- Work closely with the Director of Marketing and Communications to coordinate with outside entities to ensure that are aware of Cuesta College events;
- When appropriate, make presentations to students and other constituent groups about upcoming events;
- Assist the Vice President of Student Services and appropriate managers with major events that the college may want to sponsor or participate in.

Related Management

- Work with the DSPS Advisory Committee and the TOPS Advisory Committee;
- Develop public information for on/off campus dissemination;
- Provide for faculty and staff in-service development;
- Maintain awareness of local, state, and federal trends for use in forecasting services and instruction;
- Serve on District standing committees as assigned;
- Provide for academic counseling support for students including the construction of Student Educational Plans;
- Provide leadership for EOP&S/CARE student outreach activities in coordination with local entities; including community agencies, high schools, and alternative educational settings in order to increase the enrollment of nontraditional and low income students;
- Serve as EOP&S/CARE liaison with faculty, community, and other colleges;

Duties require the ability to:

- Assess needs and provide appropriate programs and services for students with disabilities as well as the general student population;
- Manage a budget;
- Develop and maintain cooperative and effective working relationships;
- Understand and carry out complex instructions, both oral and written;
- Work with interruptions, frequent deadlines, and multiple assignments simultaneously;
- Work at a desk, conference table or in meetings of various configurations;
- Read and comprehend printed matter and text and data on computer monitors;
- Communicate intelligibly and effectively via speech, telephone, written correspondence, and/or email;
- Sit or stand for extended periods of time;
- Lift and/or carry 25 pounds;
- Exert manual dexterity sufficient for keyboard and other office equipment operation.

ESSENTIAL FUNCTIONS OF PARTICULAR POSITIONS WITHIN CLASSIFICATIONS MAY VARY BECAUSE JOB DUTIES MAY VARY BY WORK LOCATION.

QUALIFICATIONS:

Education:

Required

- Must meet the minimum qualifications for an educational administrator (*pursuant to Title 5, Section 53420*):
 - a) Possession of a master's degree; and
 - b) One year of formal training, internship, or leadership experience reasonably related to the administrator's administrative assignment; AND
 - c) Must meet the minimum qualifications for an EOPS Director (*pursuant to Title 5, Section 56262*) AND
 - d) Must meet the minimum qualifications for a DSPS Coordinator (*pursuant to Title 5, Section 56048*)

Experience:

Required

- Educational program management;
- At least two years of full-time experience or equivalent as an EOP&S counselor/instructor and/or experience in management or administration of educational, government, or private industry programs in which work was predominantly with ethnic minorities or persons handicapped socially, economically, and/or by language or comparable experience in working with disadvantaged clientele (*pursuant to Title 5, Section 56262*).
- Budget management;
- Direct service to disabled students.

Preferred

- Community College service to disabled students;
- Community College service to EOP&S students;
- Provision of services to learning disabled students and to deaf and hard of hearing students.
- Current knowledge of higher education student services, programs, and processes which are of special value to disadvantaged, underrepresented, and nontraditional students.

Or any equivalent combination of education and experience.

Knowledge of:

- ADA and other legal requirements for community college students with disabilities;

Ability to:

- Effectively communicate orally and in writing;
- Understand and carry out oral and written direction;
- Establish and maintain cooperative working relationships with those contacted in the performance of duties;
- Demonstrate sensitivity to and understanding of the diverse academic, socioeconomic, cultural, and ethnic backgrounds of staff and students, and of staff and students with physical and learning disabilities.

Board of Trustees Approval: 10/5/2011;