

DEAN, STUDENT SERVICES

JOB SUMMARY

Under the direction of the area administrator, responsible for providing innovative and professional leadership, coordination and vision in student services, with a strategic and systematic focus on student diversity, equity, inclusion, and success. The incumbent centralizes equity-mindedness in managing, coordinating, and evaluating the services offered and collaborates with leadership, faculty, and staff to align student support services with departments, divisions, centers, interest areas, and institutional guided pathways.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements and duties does not exclude them from the position if the work is similar, related, or a logical assignment to this class.

1. Plan, develop, coordinate and oversee student support programs, services, faculty, and staff in assigned areas, such as, student life, student health, EOPS, CARE, and CalWORKS, to support student success; develop strategic direction, annual goals and objectives for planning and evaluation purposes to ensure operational efficiency in alignment with District goals.
2. Receive, mediate, and investigate student complaints; implement and ensure compliance with student complaint procedure; meet with students to explain laws, regulations, processes, policies and procedures; make recommendations and refers students to appropriate District offices or services; collaborates with counsel, administrators, faculty, and staff to resolve conflicts.
3. Direct and participate in the administration, development, and implementation of the student discipline process and student grievance process; ensure compliance with the student discipline policy; oversee the coordination and direction of activities to ensure proper and timely resolution of issues and conflicts related to student disciplinary matters and grievances; coordinate and conducts meetings and hearings related to student discipline, grievances, and appeals.
4. In collaboration with the behavioral intervention team and district leadership, ensures the implementation and evaluation of programs and services related to behavioral intervention, culturally responsive services, and Title IX support.
5. Monitor and evaluate the effectiveness of student services within areas of assignment; in collaboration with faculty and leadership, evaluate student needs and program requirements; recommend the need for new programs and or program development for currency and relevance; manage the development of programs and services designed to provide student support.
6. Supervise, direct, train and evaluate the work of assigned personnel, including faculty, staff, and administrators; recommend transfers, reassignments, terminations, and disciplinary actions as needed; delegate and review assignments and projects; anticipate, prevent, and resolves conflicts under areas of responsibility.
7. Coordinate program elements and services with regulatory and other external agencies; interpret county, state and federal policy and legislation governing the administration and regulations of student support services; ensure programs are administered in compliance with District, state, and federal laws, regulations, and procedures and reporting requirements are met as stipulated in program regulations.

8. Prepare budget estimates; administer and monitor approved budgets; assist with grant preparation and program fund applications; ensure detailed and accurate audit trails for all budgets; and ensure compliance with requirements.
9. Compile, analyze, and report information related to the department's programs, including program review, progress indicators, and special projects; recommend staffing and equipment needs for the program areas, and anticipate future needs recommends and develops policies and procedures.
10. Understand information technology and support the fundamental changes that are emerging with expanded use of technologies in the educational environment.
11. Schedule, chair, and attend meetings; serve on committees as assigned; represent the District in community related activities, regional, and state meetings as assigned.
12. Performs other related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

1. Laws in relation to sexual assault/violence and best practices for behavioral intervention teams in higher education.
2. Database management, student information systems, statistical data interpretation, and the application of information technology to success, retention, and completion programs.
3. Culturally responsive student success, retention, equity, and completion strategies and theories.
4. Current best practices and trends for providing counseling and advising, including equity focused, trauma informed, and culturally responsive practices.
5. Principles and practices of higher education organizations and structures.
6. Participatory decision-making and consensus building with strong communication and interpersonal skills.
7. Collaborative problem solving and conflict resolution techniques.
8. Accounting and budgeting methods, audit procedures, statistics, and data interpretation.
9. Personnel management practices and techniques of supervision.
10. Data collection, report writing, research methods and techniques.
11. Role of higher education in supporting marginalized populations.
12. Planning processes, including an understanding of key performance indicators, goals, and measurable objectives.

Skills in:

N/A

Ability to:

1. Lead the division in program design and development.
2. Apply an equity-minded framework to ensure programs, services and processes are designed and delivered to meet the varying needs of all students.
3. Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
4. Effectively engage both internal and external stakeholders.
5. Foster a culture of innovation.

6. Develop and articulate a vision for a community college, learning-centered student support programs and services.
7. Implement new technologies as tools for learning, teaching, administering and generally improve the work area or scope of work.
8. Establish and maintain effective working relationships with faculty, staff, students, and community.
9. Use independent judgment in the interpretation and application of rules, regulations, policies and procedures to address complex situations.
10. Plan and manage in an environment of shared governance.
11. Facilitate difficult conversations to effect student-centric change.
12. Identify and respond to difficult and sensitive issues; resolve conflicts with tact and diplomacy.
13. Promote, design, and implement integrated, comprehensive solutions involving a diverse body of stakeholders.
14. Demonstrate sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.

QUALIFICATIONS AND REQUIREMENTS

Education and Experience:

1. A Master's degree from an accredited institution in counseling, educational management/leadership, or related field; AND
2. Five (5) years of experience in student special programs/services, student affairs, student leadership, or related social services or educational programs; AND
3. Experience must include three (3) years of experience in a leadership or supervisory role; experience must include one (1) year of investigating and adjudicating student conduct cases, grievances, and complaints.

Licenses and Certifications:

Travel will be required for this position between District locations. Incumbent will be responsible for securing transportation to assigned locations.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

This is primarily a sedentary office classification although movement between work areas may be required. Must be able to work in a standard office. Must be able to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, or pull light to moderate amounts of weight. Dexterity of hands and fingers to operate a computer equipment.

Office environment with moderate noise levels, controlled temperature conditions, and constant interruptions. Incumbents may interact with upset staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.