



Position: Disabled Students Programs & Services Lead Specialist (DSP&S)	Position Number:
Department/Site: Student Affairs	FLSA: Non-Exempt – (Classified CSEA)
Reports to: Director, dean, or other administrator in assigned area	Salary Range: 34

DESCRIPTION:

Under limited direction of the Director of Student Affairs or other assigned administrator, coordinate all aspects of the program that provides support for students with disabilities, including determining eligibility, assisting in developing student plans for accommodations and support services, developing and organizing academic resources, maintaining confidential records and information, and providing clerical support for Disabled Students Programs and Services (DSP&S) programs and services. The Lead also serves as the alternative media specialist for the DSP&S Office.

DISTINGUISHING CHARACTERISTICS:

The DSP&S Lead Specialist is the highest classification in the DSP&S program support series. The incumbents in this classification generally report to a Dean or Director. The Lead Specialist provides leadership, coordination, planning, and paraprofessional support to the DSP&S Office, providing direction and guidance to program staff, and performing many assignments independently. The Lead Specialist is distinguished from the lower level classifications by the increased level of independence in decision-making and initiative expected, as well as the complexity of problem-solving and public interaction needed. The incumbent also may perform any of the duties contained in Program Assistant I or Program Assistant II for DSP&S.

REPRESENTATIVE DUTIES:

The following is a list of duties that is representative of the position that includes but is not limited to:

- Assist in the development of short-term and long-term plans to provide timely accommodations and services to students with disabilities including note-taking, testing accommodations, enlarging texts, ordering books, electronic media, and other accommodations as needed.
- Collaborate with Information Technology and Resources (IT) staff to install, configure, and maintain standard disability-related assistive technology software as needed on campus; maintain records on software licenses, configuration, and location of all access technology across campus.
- Coordinate testing services for students with disabilities, including scheduling appointments, collecting confidential tests from instructors, proctoring tests, and monitoring the DSP&S lab.

- Train and assist DSP&S students in the operation of various adaptive computer technologies and adaptive equipment, and provide related technical assistance and consultation to campus community.
- Plan and conduct individual group student orientations on DSP&S accommodation procedures.
- Conduct an analysis of longitudinal data involving student enrollment, service and accommodation utilization, as well as retention, persistence, and success rates.
- Participate in the implementation of student retention strategies regarding department Student Learning Outcomes (SLOs), including self-advocacy, independence, and self-management; assist in planning and evaluating DSP&S accommodation services.
- Produce instructional and student services materials in alternate formats, such as Braille, large print, e-text, audio, and other appropriate formats.
- Determine eligibility of students with disabilities for appropriate services, accommodations, and funding for DSP&S from the Chancellor's Office; enter data into the appropriate management information system for funding from the Chancellor's Office.
- Serve as liaison between DSP&S and other departments, individuals on campus and agencies in the community, and make referrals to appropriate agencies.
- Assist students in completing college-related documents and forms; greets visitors, responding to questions and making referrals as appropriate.
- Recruit, train, and provide work direction to student employees; distribute work load and tasks to be performed, including the operation of various adaptive computer technologies and equipment.
- Assist with the recruitment of readers, scribes, and note takers.
- Create and maintain confidential student files and records; maintain personnel/payroll records and information; prepare correspondence.
- Create forms, flyers, letters, and brochures as needed to publicize program services, activities, and events.
- Perform various clerical tasks in support of DSP&S including answering phones, scheduling student meetings with counselors, taking minutes of meetings, typing, filing, making travel arrangements, and other activities as needed.
- Operate a computer and other office equipment as assigned;
- Operate various assistive devices such as print enlarger, assistive listening devices (ALDs), telecommunications device for the deaf (TDD), digital recorder and others as needed.
- Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

Knowledge of:

- Disabilities and disability-related issues.
- Laws, rules, and regulations related to students with disabilities, including confidentiality issues.
- Methods used and sources available for the accommodation process for students with disabilities.
- Methods of collecting, organizing, and analyzing data and educational information.
- Software and hardware technologies utilized to adapt text and electronic text to alternate media such as Braille, large print, and audio.
- Laws, regulations, guidelines, and best practices for alternative media and assistive technology in the community college setting, including screen readers, voice recognition software, and screen modification, among others.
- Interpersonal skills including tact, patience and courtesy.
- Record-keeping techniques.
- Oral and written communication skills.

Skills and Ability to:

- Determine eligibility of students with disabilities for appropriate services, accommodations, and funding for DSP&S from the Chancellor's Office.
- Successfully work with students with a variety of disabilities.
- Identify and provide accommodations and services to students with disabilities.
- Produce media and print in alternate formats, including all the steps necessary to accomplish this for textbooks, study guides, assigned literature, etc.
- Identify and analyze access technology needs across campus.
- Troubleshoot computer software and hardware problems relative to the production of alternative media.
- Provide clerical and administrative support activities for DSP&S.
- Operate and explain the proper use of various assistive devices.
- Operate a computer and other office equipment as assigned.

EDUCATION AND EXPERIENCE:

- A bachelor's degree or equivalent education.
- Three years of responsible experience in a student services or related program, preferably in a community college student service setting; including experience working with students with disabilities.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license, and evidence of insurability.

WORKING CONDITIONS:

Environment:

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Office, lab, and classroom settings, customer service areas, student learning labs, and other work spaces; may travel to worksites of partner institutions.

Physical Effort: Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

- Physical, mental, and emotional stamina to perform the duties and responsibilities of the position, including sitting at a computer for long periods of time.
- Manual dexterity sufficient to write, use telephone, and business machines for extended periods of time
- Vision sufficient to read printed materials
- Hearing sufficient to conduct in person and telephone conversations (approximately 60 decibels)
- Speaking ability in an understandable voice with sufficient volume to be heard in normal conversational distance or on the telephone
- Physical mobility sufficient to move about the work environment
- Physical tolerance to be exposed to dust, pollen, and other aspects of indoor office air.