



Position: Director of Student Affairs, Department of Supportive Programs and Services (DSPS)	Position Number:
Department/Site: Student Affairs	FLSA: Exempt - Administrative (Educational Administrator)
Reports to: Vice President of Student Affairs or assigned administrator	Salary Range: VII

DEFINITION

Under general direction, plans, organizes, and provides oversight for all functions, activities, programs, and services associated with Department of Supportive Programs and Services (DSPS), known statewide as Disabled Student Programs and Services, to provide services to accommodate the educational needs of college students with physical, communicative, and learning disabilities; coordinates assigned activities with other District divisions and departments, officials, outside agencies, and the public; fosters cooperative working relationships among District departments and with intergovernmental and regulatory agencies and various public and private groups; provides highly responsible and complex professional assistance to the Vice President of Student Affairs in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Vice President of Student Affairs. Exercises general direction and supervision over professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is a management classification that plans, oversees, and participates in the functions, operations, projects, and activities of DSPS, including short- and long-term planning and development and administration of program policies, procedures, and services. The incumbent provides assistance to the Vice President of Student Affairs in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires an extensive professional background as well as skill in coordinating program work with that of other District divisions and outside agencies. Responsibilities include coordinating the activities of the department with those of other District divisions and departments and outside agencies and managing and overseeing the complex and varied functions of the department. Successful performance of the work requires an extensive professional background, as well as, skill in coordinating programmatic work. This classification is distinguished from the Vice President of Student Affairs in that the latter oversees and provides leadership for all Student Affairs programs and activities and is responsible for achieving strategic objectives related to the District wide programs, support services, and operations.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

The District reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Administrators can be assigned to work at any district location or learning site and in some cases can be assigned to multiple locations and learning sites.

- Assumes management responsibility for the DSPS program, services, and activities, including related college activities affecting students with disabilities.
- Participates in the development and implementation of annual DSPS plan, goals, objectives, policies, and priorities for the program; recommends, within program policy, appropriate service levels and resources; recommends and administers policies and procedures.
- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of the program, service delivery methods, and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; monitors and ensures compliance with changes in laws, regulations, and technology pertaining to individuals with disabilities that may affect District or program operations; develops and implements policy and procedural changes as required; identifies opportunities for improvement and makes recommendations to the Vice President of Student Affairs.

- Selects, trains, motivates, and directs program personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.
- Establishes and maintains relationships with school district officials, community leaders, various organizations, and public agencies to encourage participation, stimulate interest, and coordinate campus projects with assigned programs and activities; collaborates with instructional and counseling faculty and staff with special programs such as EOPS/CalWORKS, TRiO, veterans, Transfer/Career Center, tutorial service, and financial aid in order to maximize student success; advocates with faculty and administration on behalf of students with disabilities.
- Coordinates the development and implementation of disabled student instruction program (learning skills course offerings), computer labs, instruction services, plans, and processes to ensure compliance with established curriculum standards and requirements; directs and participates in the analysis, implementation, and enhancement of curriculum standards; monitors scheduled course offerings, analyzes enrollment patterns, and works collaboratively with other instructional programs.
- Coordinates the development and implementation of technology (hardware and software) for assisting students with disabilities; arranges for training of staff and students in the use of assistive technology.
- Coordinates, directs, and participates in advising and consultation services to provide disabled students with assistance and information concerning program services, educational accommodations, and classes for disabled students; responds to inquiries and provides technical information concerning related standards, requirements, practices, laws, codes, regulations, policies, and procedures.
- Directs and participates in registration activities for accommodation services; supervises the distribution, receipt, and processing of related forms and applications; ensures proper determination of student eligibility; develops, implements, and conducts orientations for new students utilizing program services; follows up on student accommodations to ensure proper implementation.
- Coordinates, develops, and implements training activities for staff and faculty concerning services, equipment, and materials necessary to accommodate the educational needs of disabled students; prepares and delivers oral presentations; composes and distributes training and informational materials.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of disabled student programs and services, and other academic fields as they relate to the area of assignment.
- Maintains and directs the maintenance of working and official program files.
- Prepares, reviews, and presents staff, statistical, and regulatory reports, various management and informational updates, and reports on special projects as assigned by the Vice President of Student Services.
- Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Theories, principles, and practices associated with higher education curricula and instruction, student support services, student learning, and student success.
- Principles and practices of enrollment management.
- Principles and practices of fiscal management, strategic, and facilities planning.
- Pertinent federal and state laws and regulatory provisions.
- College accreditation procedures, practices, and standards.
- The development, implementation, and assessment of student learning and/or service area outcomes.
- Principles and practices of technology and software use for databases, accounting, spreadsheets, and other business processes.
- Budget development, administrative practices, and organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.

- Planning, organization, and direction of disabled student program and service operations and activities involved in providing services to accommodate the educational needs of college students with physical, communicative, and learning disabilities.
- Technical, legal, financial, and public relations issues and problems associated with the management of disabled student programs.
- Methods and techniques for the development of presentations, contract negotiations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
- Principles and procedures of record-keeping, technical report writing, and preparation of correspondence and presentations.
- Modern office practices, methods, and computer equipment related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to:

- Demonstrate sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students.
- Effectively lead employees and teams with a collaborative style in a collegial and participatory governance environment.
- Deliver formal and influential presentations.
- Be a fair--minded, ethical, and honest leader with excellent interpersonal and communication skills, both oral and written.
- Develop, implement, and evaluate programs and services.
- Utilize data and assessment outcomes to make improvements for programs and services.
- Inspire and motivate others toward goal achievement.
- Counsel, direct, and facilitate professional development of employees.
- Develop and monitor budgets and effectively utilize resources.
- Effectively manage priorities in large, complex, and diverse operational units.
- Use independent judgment in the interpretation and application of rules, regulations, policies, and procedures.
- Provide leadership and work collaboratively and productively with all stakeholders, including faculty, students, administrators, support staff, unions, and the community.
- Recruit, select, supervise, and evaluate employees.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Effectively administer a variety of disabled student programs and administrative activities.
- Advocate for students with disabilities.
- Conduct effective negotiations and effectively represent the District and the department in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Understand and appropriately apply scope of authority in making independent decisions.

Education and Experience:

Must meet the minimum qualifications for (1) counseling or (2) instructing or (3) being an administrator in a DSPS program, found in title 5, section 53414, of the California Code of Regulations, (and paraphrased here); **AND** must meet (4) experience requirements:

1. DSPS Counselor Minimum Qualifications:

Master's degree in rehabilitation counseling or in a reasonably related discipline;

OR

Master's degree in special education, and 24 or more semester units in upper division or graduate level course work in counseling, guidance, student personnel, psychology, or social work;

OR

Master's degree in counseling, guidance, student personnel, psychology, career development, or social welfare; and either 12 or more semester units in upper division or graduate level course work specifically in counseling or rehabilitation of individuals with disabilities, or 2 years of full-time experience, or the equivalent, in one or more of the following: (A) counseling or guidance for students with disabilities; or (B) counseling and/or guidance in industry, government, public agencies, military or private social welfare organizations in which the responsibilities of the position were predominantly or exclusively for persons with disabilities.

OR

2. DSPS Instructor Minimum Qualifications:

Master's degree in a particular category of disability, special education, education, psychology, educational psychology, or rehabilitation counseling;

AND

15 semester units of upper division or graduate study in an area of disability, to include, but not be limited to: (A) learning disabilities; (B) developmental disabilities; (C) Deaf and hearing impaired; (D) Physical disabilities; or (E) Adapted computed technology;

OR

3. Educational Administrator Minimum Qualifications: Master's degree and one year of formal training, internship, or leadership experience reasonably related to the administrative assignment,

AND

4. Minimum Experience Qualifications: Have two years' full-time experience or the equivalent within the last 4 years in one or more of the following fields:

1. Instruction or counseling or both in a higher education program for students with disabilities;
2. Administration of a program for students with disabilities in an institution of higher learning,
3. Teaching, counseling or administration in secondary education, working predominantly or exclusively in programs for students with disabilities; or
4. Administrative or supervisory experience in industry, public agencies, the military, or private social welfare organizations, in which the responsibilities of the position were predominantly or exclusively related to persons with disabilities.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures.