

Position: Director, Student Support Services/TRIO	Position Number:
Department: Student Services	FLSA: Exempt
Reports to: Vice President Instruction & Student Development	Salary Grade: 127

### **Summary**

Under the direction of the Vice President, Instruction and Student Development, the Director, Student Support Services/TRIO is responsible for critical program and grant management functions including recruitment, selection, orientation & assessments, ASPs and SEPs (Student Education Plans), service delivery, staff development & evaluation, budget monitoring, participation and leadership in college committees, and program evaluation. This position manages all aspects of the TRIO grant. This is a grant funded position and continuation of the position is contingent on grant funding.

### **Distinguishing Characteristics**

The Director, Student Support Services/TRIO is a 12-month grant funded administrative position responsible for the leadership and coordination necessary to maintain an effective system of orientation and assessment, service delivery, and support. The effectiveness of the student support system will be measured by the success of each student who enrolls in the project in achieving his or her goals, and in increasing college retention, transfer, and graduation rates.

### **Essential Duties and Responsibilities**

- Provide leadership, coordination, direction and supervision for the area of assignment.
- Provide leadership in budget development, program review, in-service training and staff development of assigned area.
- Foster integration of student services programs with instructional programs to ensure student progress and success.
- Maintain current knowledge of appropriate education codes, California state statutes, federal rules, and local board policies and administrative regulations related to service areas; assure compliance with these laws and regulations.
- Maintain institutional and federal compliance of the program objectives.
- Communicate the objectives of the program to the College community including faculty, staff, administrators and students.
- Work in conjunction with administration and staff to develop, review, revise or recommend revisions for policies, procedures, practices and philosophies for assigned areas.
- Work with students, staff, and faculty to respond to and resolve student grievances
- Maintain active involvement on appropriate college committees and program advisory committees.
- Serve as liaison between the Vice President, Student Services, and the assigned service areas.
- Serve as liaison between the program, the college, and the US Department of Education.
- Maintain a comprehensive records management system in compliance with FERPA regulations, and for making annual budget and performance reports to the US Department of Education.
- Coordinate program services such as academic guidance and coaching, seminars, tutoring, correspondence, student contacts and newsletters, workshops, educational events and field trips.
- Perform other duties as may be assigned by the Vice President, Instruction and Student Development and the President.

## **Qualifications**

### **Knowledge and Skills**

- Sensitivity to cultural diversity, persons with disabilities, and the varied socioeconomic backgrounds of those whom the District serves.
- The mission of the community colleges and the role played by student support services in fulfilling that mission.
- Understanding of applicable state, federal and local codes and regulations.
- Strong leadership skills and abilities, including participatory management skills
- Budget and grant management

### **Abilities**

- Develop a strong team that contributes to the growth of students, and staff.
- Contribute positively to the student services leadership team.
- Maintain effective working relationships with students, faculty, staff, administrators and community agencies, and ability to provide direction and motivation to service staff.
- Model a positive, student-centered philosophy and attitude toward service delivery.
- Identify, analyze, initiate and complete tasks with a minimum of supervision.
- Evaluate programs and services.
- Select, supervise, train and evaluate staff.
- Adapt to change.

### **Education and Experience**

Master's degree from an accredited institution in Educational Leadership, Counseling, Psychology or Education. Minimum 3 years of experience in designing, managing, implementing, and evaluating Student Support Services or similar educational opportunity projects. Experience in grant writing, planning, organizing and directing academic programs; assuring compliance with federal and state regulations; managing program budget; and hiring, supervising and evaluating employees. College supervisory experience in student services or related area including one year of formal training, internship or leadership experience reasonably related to the administration of a program of assessment and research, counseling services or educational development. Training in and/or direct experience related to achieving the objectives of the project which includes implementation of retention, persistence and graduation strategies for underrepresented students

Preferred qualifications include: Knowledge of community college academic policies for academic good standing and processes for transfer to 4-year universities. Experience coordinating mentoring, tutoring, or supplemental instructional programs for disadvantaged students, and preferably have a similar background to that of the project participants.

### **Licenses and Certificates**