

**San Jose/Evergreen Community College District
Educational Management Job Description**

Position: Director, Student Services & Wellness

Department: Student Services

Location: Evergreen Valley College

Date: 2/10/2021

POSITION PURPOSE

The Director of Student Services & Wellness has overall supervision and administration of programs and services provided through the Office of Student Support Services. The Director of Student Services & Wellness oversees the daily operations of the Disabilities Support Program (DSP), Student Health & Wellness Center, Veteran's Freedom Center, and other programs as assigned. Working under the supervision of the Division Dean of Student Success or assigned administrator, the Director is responsible for maximizing student success through designed student support, interventions and advisement that are responsive to the diverse student community served.

NATURE and SCOPE

The Director of Student Services & Wellness is responsible for the overall administration, evaluation, supervision and coordination of the assigned programs and services. Responsibilities include ensuring requisite services, student success interventions, program intake and orientation, peer mentoring, program-specific instruction, counseling, eligibility, outreach, cultural awareness, retention, transfer assistance, and on-going program maintenance. The Director works directly with faculty, management, and staff to identify program needs, and to plan, organize and set priorities for resources needed. The position provides program analysis and participates in strategic short- and long-range planning for the services provided to student we serve.

KEY DUTIES and RESPONSIBILITIES

1. Direct and supervise all aspects of the planning, funding, coordinating, staffing, delivery and evaluation of programs, activities and staff in compliance with fiscal and educational standards set by Title V of the California Education Code, district policies, and other relevant regulations.
2. Work collaboratively with faculty coordinators from DSP and Student Health & Wellness Center to plan, coordinate and implement delivery of services to student.
3. Work with the Division Dean of Student Success and Dean of Enrollment Services to align Veteran's Freedom Center, DSP and Student Health & Wellness Center services with the College and District's Student Success Initiatives.
4. Facilitate communications about departmental activities, events, deadlines, and timelines with the general public and the college community.
5. Ensure the validity of student eligibility for all programs in accordance with designated requirements; supervise the awarding process of program grants, allowances, vouchers, incentives or required supplies.
6. Ensure appropriate documentation in Maxient or other reporting portals for tracking of services and interventions to support student health and wellness.
7. Oversee and ensure the accuracy of MIS and other State reporting including year-end summaries and accomplishments related to assigned programs.
8. Provide leadership for program review, including improvement and development; systematic assessment of student progress and learning outcomes; and review and recommend changes to maintain relevance of programs and to meet student and community needs.

9. Provide oversight and leadership of Advisory committees with appropriate membership from community agencies, business, high schools and colleges.
10. Facilitate annual and long-term tactical vision and direction for programs including strategic goals and objectives, performance metrics, staffing recommendations, facilities, and capital outlay needs.
11. Work collaboratively campus-wide to provide resources to meet students' needs, remove barriers, support special services and programs to ensure student success. Develop and direct strategic interventions for new and continuing students struggling to succeed.
12. Research grant opportunities and prepare proposals in areas of responsibility. Seek additional and alternative funding for the programs and activities.
13. Lead regular standing meetings with program staff to facilitate communication.
14. Oversee and manage faculty and assigned staff work schedules and workload assignments.
15. Supervise and evaluate the performance of assigned faculty and staff; interview and participate in selecting employees; orient, train, counsel, and discipline personnel according to established policies and procedures.
16. Manage and administer budgets for assigned programs. Maintain accounting for funding of assigned programs; oversee preparation of state reports and ensure timely and accurate submission.
17. Serve on Student Affairs Council, College and District committees and meet with community and educational advisory committees as assigned.
18. Serve as the College's liaison with the California Community College Chancellor's Office.
19. Represent the College and Student Affairs Division at campus, district and state meetings pertinent to specific assignments.
20. Perform other related duties as assigned.

EMPLOYMENT STANDARDS

Knowledge:

1. Higher education in community colleges.
2. Learning theory and student characteristics including issues of cognitive and cultural diversity.
3. Instructional delivery modalities.
4. Development and evaluation of curriculum and programs.
5. Budget preparation and control.
6. Principles and practices of administration, supervision, and training.
7. Interpersonal skills using tact, patience, and courtesy.
8. Operation of a computer terminal and data entry techniques, including effective tracking and reporting tools.

9. District organization, operations, policies, mission, and objectives.

Skills and Abilities:

1. Plan, organize, develop, and evaluate the programs, activities, and curriculum of a college instructional division with faculty and staff to meet student and community needs.
2. Communicate effectively, both verbally and in writing, with faculty and staff, students, and community members.
3. Work effectively with students, faculty, and staff from multi-cultural backgrounds and promote access, success, and equity.
4. Present a positive image of the College in the community.
5. Recruit, train, supervise, and evaluate personnel.
6. Analyze situations accurately and adopt an effective course of action.
7. Plan and organize work to meet schedules and timelines.
8. Understand the needs of students in the context of the overall instructional programs and participate with the management team to coordinate projects and set goals and priorities for the College as a whole to offer effective services to students.
9. Organize and chair meetings, lead workshops, facilitate group discussions, and involve faculty and staff in idea generation, goal setting, and decision making.
10. Develop grants or special project applications.

Education and Experience:

1. Master's degree in a discipline related to the assignment.
2. Three years of leadership experience in healthcare administration or student support services field.
3. Demonstrated sensitivity, knowledge, and understanding of the diverse academic, socioeconomic, gender identity, sexual orientation, cultural, disability, and ethnic backgrounds of the students we serve and sensitivity to and knowledge and understanding of groups historically underrepresented, and groups who may have experienced discrimination.

Desirable Qualifications:

1. Management or administration of educational categorical programs, community organizations, government programs in which the applicant dealt with predominantly ethnic minorities or persons with language, social, or economic disadvantages, or
2. Community college counselor experience, or comparable experience in working with underrepresented, first generation, limited English learners, students with disabilities, veterans, and/or socio-, economic disadvantages.

Working Conditions:

1. Typical office environment.

Date Approved: 2/9/2021

Salary Range: M 26 (title changed from Associate Dean of Student Services to Director 2/2021)

EEO Category: 2B1 - Executive/Administrative/Managerial