

DESERT COMMUNITY COLLEGE DISTRICT

DEAN, STUDENT SUPPORT PROGRAMS AND SERVICES

THE POSITION

The Dean Student Support Programs and Services is an Educational Administrator position as designated by the Board of Trustees of the Desert Community College District. The Dean is charged by the Board of Trustees with the satisfactory implementation of Board policy and district or college procedures as applicable to the position. In addition, the Dean is expected to make appropriate recommendations for modifications, additions, or deletions in policy and/or through the appropriate reporting authority.

Under the direction of the Executive Vice President of Student Success and Student Learning, provide leadership, coordination and vision among the staff who serve within selected student programs & services and other related duties and responsibilities as assigned. Manage, coordinate and evaluate the services offered, the faculty, other personnel and the facilities comprising the areas of responsibility. Coordinate and evaluate instructional programs assigned to programs within the division.

REPRESENTATIVE DUTIES

The duties listed below are representative of the essential functions of the position.

1. Plan, develop, coordinate and oversee student support programs, services, faculty, and staff in the day, summer and evening programs in collaboration with the Executive Vice President to support student success.
2. Monitor the effectiveness of counseling and student support programs within areas of assignment. Work collaboratively with program and instructional faculty and leadership to evaluate student needs and program requirements; evaluate and recommend the need for new programs and support new program development for currency and relevance. Develop surveys and manage statistical reports and other records to assess program effectiveness and student outcomes.
3. 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.
4. Manage, direct, assign and evaluate the work of faculty, advisors, administrators, and staff in the areas of responsibility, which include: TRIO, Extended Opportunity Programs and Services (EOPS), Cooperative Agencies Resources for Education (CARE), International Education Program, CalWORKS, California Mini-Corps, Student Life, athletic counseling, and student discipline and due process.
5. Regularly schedule and chair faculty and staff meetings and special meetings as needed; serve on regular and special committees as assigned; represent the department concerns and needs to the Executive Vice President.
6. Develop annual goals and objectives for planning and evaluation purposes to ensure operational efficiency and student success. Recommend and develop policies and procedures.
7. Prepare budget estimates; administer and monitor approved budgets.
8. Compile and report information related to the department's programs to include Program Review, progress indicators, Student Learning Outcomes and special projects. Ensure that reporting requirements are met as stipulated in program regulations. Recommend staffing and equipment needs for the program areas, anticipate future needs, assist with grant preparation and program fund applications, and ensure compliance with requirements.
9. Receive and mediate student grievances and complaints. Meet with students to explain laws, regulations, processes, policies and procedure. Make recommendation and refer students to appropriate District offices or services. Work collaboratively with counsel, administrators, faculty, and staff to resolve conflicts.
10. Collaborate with campus security, faculty, staff and administration to administer and oversee the Student Code of Conduct and related student discipline and due process procedures.
11. Responsible for the selection, supervision, training and development, and evaluation of faculty, and support staff assigned to area. Serve as a mediator in conflicts involving faculty, and staff; facilitate consensus

decision-making. Provide training to employees, as appropriate, in work procedures, standards and safety practices. Lead, model and guide to ensure good customer service is provided by all staff members.

12. Understand information technology and support the fundamental changes that are emerging with expanded use of technologies in the educational environment.
13. Develop and maintain effective relationships with local schools, colleges and universities as related to areas of responsibility; and represent the division and the college in community related activities as assigned. Represent the District and attend regional and state meetings as required.
14. Perform duties and responsibilities as assigned.

REQUIRED PROFICIENCIES

Knowledge, experience and abilities to perform the above listed responsibilities and functions in an efficient, effective, harmonious manner.

KNOWLEDGE AND ABILITIES

Knowledge and understanding of community college students, their diverse ethnic and cultural backgrounds and the wide variety of their ages and educational goals as found on a community college campus and a demonstrated ability to work with people from this diverse population. Demonstrated skill in participatory decision-making and consensus building with strong communication and interpersonal skills. Develop and articulate a vision for a community college, learning-centered student support programs and services, which deals with the whole student; and demonstrated ability to read and interpret pertinent state and federal laws and regulations concerning community college counseling, TRIO, EOPS, CARE, CalWORKS, California Mini-Corps, Title V, student government and activities, athletic counseling, International Education, and student discipline and due process. Demonstrated organization skills and management expertise including successful personnel and budget management in student services. Demonstrated currency in counseling techniques and theories. Demonstrated ability to serve as an effective leadership team member. Implement new technologies as tools for learning, teaching, administering and generally improve the work area or scope of work. Ability to lead the division in program design and development. Plan, organize, direct, administer, review and evaluate programs and services within the division. Work with college faculty and staff to design, develop and implement approaches to address student needs. Demonstrated communication skills, written and oral. Ability to relate positively to faculty, staff, students and community.

MINIMUM QUALIFICATIONS:

The Desert Community College District has established the following hiring criteria for all educational administrative positions:

Minimum qualifications for service as an Educational Administrator shall be both of the following in accordance with Title 5 section 53420:

- Possession of a master’s degree; and
- One year of formal training, internship, or leadership experience reasonably related to the administrator’s administrative assignment.

LICENSES AND OTHER REQUIREMENTS

Valid California driver’s license and must have an acceptable driving record and current vehicle insurance meeting State of California requirements.

WORKING CONDITIONS

Environment: Office environment. Constant interruptions. Driving a vehicle to conduct work as necessary. Requires some evening and weekend responsibility.

EMPLOYMENT STATUS

Educational Administrator
Approved 7/2005; Revised 7/18/13
Leadership XI