

## **DEAN, STUDENT SERVICES**

### **DEFINITION**

Under administrative direction, plans, organizes, controls, and provides administrative direction and oversight for all operations, activities, programs, and services of the Student Services Department, including Student Life, Student Health Services, Extended Opportunity Programs and Services (EOPS), Cooperative Agencies Resource (CARE), and California Work Opportunity and Responsibility to Kids (CalWORKs); oversees department-wide planning and program development in accordance with missions, goals, and objectives of the District and department; coordinates assigned departments and programs with other District divisions, departments, officials, outside agencies, and the public; fosters cooperative working relationships among District divisions and departments and with various public and private groups; provides highly responsible and complex professional assistance to the Vice President, Student Services in areas of expertise.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the Vice President, Student Services. The work provides for a wide variety of independent decision-making, within legal and general policy and regulatory guidelines. Exercises general direction and supervision over professional, technical, and administrative support staff through subordinate levels of management and supervision.

### **CLASS CHARACTERISTICS**

This is a Dean classification that oversees, controls, and directs in all departments, programs, and activities of the Student Services Department, including short- and long-term planning and program development, and administration of departmental policies, procedures, and programs. This class provides assistance to the Vice President, Student Services in a variety of administrative, management, analytical, and liaison capacities. Successful performance of the work requires knowledge of education policy and District functions and activities and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the department with those of other divisions, departments, and outside agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning, goals, and objectives and for furthering District goals and objectives within general policy guidelines.

### **EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)**

1. Assumes full management responsibility for specific Student Services functions, programs, services, and activities, including Student Life, Student Health Services, EOPS, CARE, and CalWORKs.
2. Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the department; establishes, within District policy, appropriate budget, service, and staffing levels.

3. Oversees and is responsible for department-wide planning and program development in accordance with missions, goals, and objectives of the District and department; oversees administration and monitoring of assigned department programs and services to ensure compliance with established standards and requirements; develops, analyzes, and implements programs and services to meet student needs; oversees development and implementation of new programs, services, and activities.
4. Oversees the coordination of communications, personnel, resources, schedules, and information to meet the needs of various Student Services departments and enhance the effectiveness of assigned programs and services.
5. Manages, develops, and administers the department's annual budget; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.
6. Selects, trains, motivates, and directs department 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.
7. Oversees the overall quality of the department's service by developing, reviewing, and implementing policies and procedures to meet regulatory requirements, educational standards, and District needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
8. Directs and participates in the administration, development, and implementation of disciplinary actions in response to unacceptable student behavior; ensures compliance with the Student Discipline Policy; coordinates and directs activities to ensure proper and timely resolution of issues and conflicts related to student disciplinary matters and grievances; coordinates and conducts meetings and hearings related to student discipline, grievances, and appeals.
9. Directs the development and implementation of a comprehensive Student Leadership instructional program; administers District activities related to student development; collaborates with students in development and implementation of student leadership functions, programs, and activities.
10. Collaborates with and advises the District's Public Safety department regarding student behaviors, reporting of infractions, and disciplinary and safety prevention activities.
11. Utilizes conflict resolution and crisis management skills in managing urgent and critical situations.
12. Plans, organizes, and directs District operations and activities involved in enhancing services and opportunities for underrepresented minorities, single parents, and educationally disadvantaged students; directs activities to facilitate and enhance enrollment at the District and transfers to four-year universities.
13. Manages Health Services operations and activities for students, including mental health, health education, screening, assessment, and treatment functions; ensures adequate medical intervention and psychological, emergency, and health education services to meet student needs.

14. Provides consultation and technical expertise to administrators, faculty, staff, students, outside agencies, and others concerning department operations and activities; provides detailed and technical information concerning department programs, services, curriculum, and courses.
15. Coordinates department programs, services, and communications between administrators, faculty, staff, other divisions and departments, outside agencies, governmental agencies, students, and the public; establishes and maintains partnerships in support of department activities.
16. Maintains current knowledge of laws, regulations, and court cases pertaining to student discipline, student due process, grievance, and complaint processes.
17. Maintains program compliance with state, county, and federal regulations and laws; provides accurate reporting of program data to state and county regulatory agencies.
18. Oversees and participates in conducting a variety of analytical and operational studies regarding departmental and programmatic activities; prepares comprehensive technical records and reports, identifies alternatives, and makes and justifies recommendations.
19. Advises, provides expert guidance, and prepares and delivers presentations on issues pertaining to specific Student Services departments.
20. Attends and participates in professional group meetings and various District committees and advisory boards; stays abreast of new trends and innovations in the related to the area of assignment.
21. Directs and facilitates the preparation and maintenance of a variety of records and departmental files.
22. Monitors changes in laws, regulations, and technology that may affect District or departmental operations; communicates changes to key stakeholders; recommends and implements policy and procedural changes as required.
23. Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Vice President, Student Services.
24. Responds to difficult and sensitive student and faculty inquiries and complaints and assists with resolutions and alternative recommendations.
25. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
26. Establishes, implements, and fosters an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).
27. Oversees, leads, and provides high-level customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
28. Utilizes critical thinking, decision-making, and problem-solving skills with tact, confidence, and diplomacy.
29. Implements, enforces, supports, and abides by federal, state, and local policies and Board Policies and Administrative Procedures.
30. Participates in and supports employee participation on committees, task forces, and special assignments, including, but not limited to, Screening and Selection Committees, mandated trainings, and DEISAA related trainings as required.
31. Prepares and delivers DEISAA-minded presentations related to assigned areas as required.

32. Performs other related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

1. Principles and practices of supporting a DEISAA academic and work environment.
2. Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and supervision of staff, either directly or through subordinate levels of supervision.
3. Budget development, administrative practices, and organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
4. Principles, practices, procedures, and techniques involved in development, implementation, and evaluation of student services programs, services, plans, strategies, processes, systems, projects, goals, and objectives.
5. Technical, legal, financial, and public relations issues associated with the management of District student services functions and programs.
6. Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned programs, projects, and operations.
7. Methods and techniques for the development of presentations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
8. Principles and procedures of record keeping, technical report writing, and preparation of correspondence and presentations.
9. Modern office practices, methods, and computer equipment and applications.
10. English usage, spelling, vocabulary, grammar, and punctuation.
11. Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
12. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, disabilities, various socio-economic and ethnic groups.

### **Skills & Abilities to:**

1. Implement, advocate for, and communicate the College's vision and commitment to creating a DEISAA academic and work environment.
2. Oversee and address gaps in DEISAA in the recruitment and retention of faculty and staff.
3. Critical thinking and decision-making through observing, analyzing, inferring, communicating, and problem-solving in challenging situations with tact, confidence, and diplomacy.
4. Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned functions and program areas.
5. Provide administrative and professional leadership and direction for the department and the District.

6. Prepare and administer large and complex budgets; allocate limited resources in a cost effective manner.
7. Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
8. Plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical personnel; delegate authority and responsibility.
9. Select, train, motivate, and evaluate the work of staff and train staff in work procedures.
10. Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
11. Effectively administer a variety of departmental functions, programs, projects, and administrative activities.
12. Conduct effective negotiations and effectively represent the department in meetings with governmental agencies and various educational, businesses, professional, regulatory, and legislative organizations.
13. Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
14. Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
15. Establish and maintain a variety of filing, record keeping, and tracking systems.
16. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
17. Operate modern office equipment including computer equipment and specialized software applications programs.
18. Use English effectively to communicate in person, over the telephone, and in writing.
19. Understand scope of authority in making independent decisions.
20. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
21. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

1. Equivalent to a Master's degree from a regionally accredited college or university with major coursework in education, counseling, or a related field; and
2. Seven (7) years increasingly responsible experience involving leadership of EOPS, CARE, CalWORKs, student leadership, student health, or related social services or educational programs.

**Desirable Qualifications:**

1. Proven track record of implementing or overseeing programs or policies relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions

- serving minoritized populations such as Hispanic Serving Institutions (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI); OR
2. Proven track record of participating in programs relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI).

**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 and classroom setting and use standard office equipment, including a computer; to operate a motor vehicle and 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. This is primarily a sedentary office classification although standing and walking between work areas may be 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 occasionally bend, stoop, kneel, reach, 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 20 pounds.

**ENVIRONMENTAL ELEMENTS**

Employees work in an office and classroom environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.

Amended: 8/2023