

**DEAN OF COUNSELING AND SPECIAL PROGRAMS
ACADEMIC MANAGMENT**

DEFINITION:

Under the direction of the Vice President of Student Services, plans, directs, manages and oversees the Counseling Department and a wide variety of student service and special programs offered on two sites and via electronic access. Programs, facilities and services include, but are not limited to educational and personal counseling, all matriculation services, DSPS and EOPS, Transfer Center, mental health counseling, student access and retention programs, and Personal Development. Performs other related work as assigned.

ESSENTIAL DUTIES: The following duties are typical of those performed by employees in this job title; however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

- Oversee the Counseling Department; direct and supervise services related to educational, personal and mental health counseling at the Fremont and Newark campuses and online.
- Responsible for the development, implementation, supervision, and evaluation of student programs and services, including, but not limited to specially-funded programs and specialized instruction and services to targeted academically disadvantaged students, students with physical, communicative, and learning disabilities, and re-entry/single parents.
- Coordinate with Instructional Divisions for the development and implementation of curriculum for special programs.
- Coordinate and administer support services for new and continuing students for each term; monitor student academic and progress status.
- Supervise and direct high school outreach and support programs for new and continuing students.
- Meet with students, as necessary, for crisis intervention or to discuss appeals and academic concerns.
- Develop and monitor departmental budgets for assigned programs.
- Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; identify opportunities for improvement and review with the Vice President; implement improvements.
- Select, develop motivate and evaluate assigned personnel; provide or coordinate staff training; work with employees to correct deficiencies; participate in discipline and termination procedures.
- Oversight of strategic planning and educational master planning efforts related to assigned programs.
- Participate in developing, implementing and evaluating methods for monitoring student's access, progress and success.
- Implement District performance evaluation procedures for faculty and for appropriate classified staff; promote and facilitate a program of staff development for academic personnel.

- Serve as a member of various College and District committees and task forces; maintain liaison with other college, District, public and private agencies to assure coordination of activities.
- Direct the coordination of the College's Matriculation Plan
- Provide leadership to the program review process; assist counseling faculty with curriculum development, and Personal Development program review; direct the implementation of new or revised programs, as necessary;

DESIRABLE QUALIFICATIONS

- Experience as a community college counseling faculty member.
- Sensitivity to, and interest in, the academic growth and success of community college students, faculty and staff.
- Understanding of and commitment to the principles of shared governance.
- Evidence of a broad and comprehensive level of instructional experience.
- Knowledge of Title V requirements for counseling and special programs.
- Effective written and oral communication skills with the diverse constituencies, within and outside the District.
- Maintain a high degree of professionalism and integrity.
- Understand the issues related to the levels of student success and corresponding counseling, instructional and service methodology.
- Demonstrated commitment to advocate for student, student services programs, faculty and staff.
- Demonstrated commitment to community and campus activities.
- Ability use and implement new technologies for services to students and program administration.
- Ability to develop and manage counseling and student services programs to meet student needs.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Principles, theories and strategies related to counseling and student success programs within a community college setting.
- Principles, theories and strategies of methods of monitoring student access, progress and success.
- Principles, theories and strategies organizational development, human resource practices
- Principles of budgeting; fiscal recordkeeping and accounting.
- Record keeping, report writing and program review processes.
- Curriculum and curriculum development related to student services areas.

Ability to:

- Plan, organize, direct, administer, review, and evaluate assigned programs and services.

- Learn, use, and implement new technologies as tools for learning, teaching, administering, and generally improving the work area or scope of work.
- Communicate effectively with diverse constituencies, within and outside the district.
- Serve as a key member of the Student Services team of managers integrating service functions with counseling.
- Develop, write and modify curriculum.
- Remain calm and objective and work under pressure; handle student and/or staff crisis situations
- Create and maintain documents using computers and standard office software
- Respond to the problems and challenges of the diverse academic, socio-economic, cultural and ethnic backgrounds of community college students.
- Ability to balance representation of Student Services and whole college community

ILLUSTRATIVE EDUCATION AND EXPERIENCE: A typical way to obtain the above knowledge and skill is a combination of education and experience equivalent to:

Education: Master's degree in counseling, psychology, behavioral sciences, organizational development or related fields.

Experience: Five years of progressively responsible administrative experience in student counseling including a minimum of three years of supervisory experience. Demonstrated skill in working respectfully with people from diverse cultures, language groups, abilities, lifestyles and backgrounds.

PHYSICAL CHARACTERISTICS: The physical abilities involved in the performance of essential duties are:

Environment: Office environment, subject to interruptions; off-campus travel required. May require evenings and weekend work.

Physical Abilities: Dexterity of hands and fingers to operate a computer terminal; hearing and speaking to exchange information and make professional presentations; sitting for extended periods of time.

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