

**RIVERSIDE COMMUNITY COLLEGE DISTRICT
CLASSIFIED MANAGEMENT POSITION DESCRIPTION**

JOB TITLE: Program Director, Student Support Services

BASIC FUNCTION: Under the direction of the Vice President, Student Services, the Director will plan, organize, coordinate and direct the implementation of the Student Support Services (SSS) Program grants. The Director will develop policies and procedures that ensure compliance with all grant guidelines; maintain appropriate participant and fiscal records; monitor budgets; approve all grant expenditures; and coordinate services with other campus departments.

SUPERVISORY RESPONSIBILITIES: Supervises part-time faculty, assigned classified staff and student workers.

REPRESENTATIVE DUTIES:

1. Direct all aspects of the Student Support Services Program.
2. Direct the hiring, supervision, training and evaluation of program personnel.
3. Develop and monitor SSS budgets and program fiscal records.
4. Develop policies, procedures, record keeping requirements that ensure compliance with all grant guidelines and federal regulations.
5. Respond to all inquiries and submit requests for prior approval to the U.S. Department of Education, Office of Federal Trio Programs.
6. Monitor compliance with state and federal laws, federal regulations, ADA compliance, and district policies regarding the administration of the SSS grants.
7. Prepare and submit annual performance reports to Education Department and other reports as requested.
8. Develop a campus-wide informational outreach effort to attract participants from low-income, first-generation, or disabled backgrounds, who have a need for academic support and guidance to graduate with an associate's degree and to transfer to a four year postsecondary institution.
9. Design, develop and disseminate program publications to publicize the availability of student and academic services provided by the Student Support Services Program.
10. Make presentations to faculty, staff and administrators to inform them about the services provided by the SSS Program.
11. Review applicants' income verification, disability status, assessment test scores, grade point averages, and enrollment to determine applicants' eligibility for program services.
12. Interviews eligible applicants and selects new participants.
13. Direct and supervise program information sessions, new participant orientations, priority registration, tutorial assistance, counseling appointments, educational enrichment experiences, tours to four year institutions, monthly information luncheons, mentoring program, book borrowing component, and other services provided by SSS.
14. Advise participants about career options, financial aid programs, scholarships, associate's degree and transfer requirements.
15. Assess and evaluate the functional limitations and educational needs of disabled participants and coordinates with Disability Resource Center and Veteran's office staff to provide educational assistance and related accommodations as required by law.
16. Identify and secure services not offered by the institution to address the educational needs of all participants as allowable by grant regulations.
17. Provide staff development training to ensure services provided by SSS personnel are effective and efficient.

18. Attend regional and national Trio conferences, regional SSS meetings, and Education Department technical trainings.
19. Coordinate, implement, and monitor the SSS program annual evaluations.
20. Establish and maintain effective and working relationships with various faculty, staff, and students.
21. Participate in Campus Strategic Planning Committees, Student Success Committee; Matriculation Committee; Student Services Planning Council; Counseling and Disability Resources Center departmental meetings.
22. Through continued study and participation in professional organizations, maintain an understanding of current ideas, research and practices pertaining to the areas of responsibility for this position.
23. Serves as a member of the Management Association.
24. Carry out other duties as may be assigned by the Vice President, President or designee.
25. Performs other related responsibilities as may be assigned.
26. Maintains an understanding of current ideas, research and practices pertaining to the areas of responsibility for this position, through continued study and participation in professional organizations.

EDUCATION: Master's degree in education, leadership, counseling, psychology, social work, career development or a closely related field is required. Degree must be from an accredited institution.

EXPERIENCE: Minimum of two years as a manager or administrator responsible for the supervision and evaluation of classified staff or faculty. Minimum of two years experience managing retention or support programs at the postsecondary level in which the applicant dealt predominantly with ethnic minorities, disabled students, and first generation/low income students.

LICENSES/CERTIFICATIONS REQUIRED: None.

KNOWLEDGE OF: Laws, regulations and policies governing disability related educational accommodations, Americans with Disabilities Act (ADA) compliance, educational benefits for disabled veterans, Federal Trio law, Department of Education General Administrative Regulations (EDGAR), Office of Management Budget (OMB) A-21 Circulars for institutions of higher education, staff and organizational development models, disabled instructional technology and active-learning strategies, community college associate degree and transfer requirements.

ABILITY TO: Interact with students with disabilities effectively and people of all constituent groups are required. Demonstrate leadership, interpersonal, written and oral communication, problem solving, organizational, and presentation skills. Understand the affective, cognitive, and social needs of the target population.

OTHER: Must have evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students (E.C. 87360a).

CONTACTS: Peers, Supervisor, administrators, faculty, staff, governmental agencies, and public.

WORKING CONDITIONS: Normal office environment.

The Riverside Community College District is an equal opportunity employer and recognizes the need to provide reasonable accommodations to employees with disabilities. For more information, contact (951) 222-8039.