



Job Description

JOB TITLE: Counseling Assistant – CAFYES
Categorically Funded

RANGE: CL 20

LAST REVISED: June 2017

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job. Additional or different duties from the ones set forth below may be required to address changing business needs/practices.*

SUMMARY DESCRIPTION

Under direction of assigned manager, provides a full range of support to former foster youth and at risk college students, assist counseling faculty and technicians in a variety of specialized duties by providing a wide range of advising assistance and guidance to assist in program retention/persistence, outreach/recruitment/provision of services efforts; performs a variety of other duties as needed to provide technical information to students and perform related duties as required to ensure compliance with District policies and applicable state and federal laws and regulations. Employment for qualified candidates in these positions is dependent on the categorical funding level and District financial position at time of appointment.

REPRESENTATIVE DUTIES - The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices. Duties may include, but not limited to, the following:

1. Holds face to face meetings with students to help them effectively communicate with faculty and student services and become better connected to resources and support services such as career connections, tutoring, and health center and community partners. Develops rapport with CAFYES students and refers students to counselors for educational planning, transfer and career planning, personal and crisis counseling.
2. Conducts extensive research with CAFYES students related to future 4 year college transfer programs, assisting them in completing applications, and making referrals, helping students with policies and procedures; explains program objectives and offerings.
3. In partnership with the existing CAFYES success team, identifies an intervention plan for students who may be subject to probation or dismissal.
4. Coaches and instructs CAFYES students individually or in small groups; answers students' questions prior to meeting with counselors and to keep them on path towards academic success.
5. Assist students in the preparation/completion of student forms, petitions and certification, such as program applications, college applications, graduation petitions and other educational related documents.

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6. Provides assistance to the division Dean and/or CAFYES Coordinator in planning and development of program objectives and program assessment review; assists with annual reports; develops and implements procedures and policies to address problems and to meet new needs as they arise; ensures materials are available for use.
7. In consultation with CAFYES Coordinator, develops, designs, leads and organizes group workshops for CAFYES students tied to CAFYES program outcomes and student success strategies.
8. Assist in scheduling and following up on appointments arranged for students with counselors.
9. Develops and provides information to groups of students, community partners and/or parents regarding: campus resources, technology services, clubs, policies and procedures, including enrollment, registration, payment, financial aid, educational pathways, support services, work-study, program specific topics, on-campus job search, college transfer and technology services.
10. Provides technical assistance to students in major, college, career information and scholarship exploration including online computer-aided searches to identify opportunities, resources, application procedures and timelines.
11. Assesses students' current knowledge and information needs to determine the appropriate starting point for using counseling department resources; follows department protocols to refer students to a Counselor as appropriate.
12. Functions as a resource for students referred by Counselors and faculty for information and assistance. Asks questions to stimulate critical thinking; guides students to campus academic support systems including writing center, math center, and tutoring center.
13. Maintain contact with on-campus departments that employ students and assist potential categorical program work-study students to navigate online job application process.
14. Assists manager with training and supervision while providing support to student employees.
15. Performs related duties as required.

QUALIFICATIONS – *The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

Knowledge of:

ESSENTIAL: Knowledge of academic and non-academic barriers/challenges to educational attainment for non-traditional college students i.e. first generation, low-income, former foster youth, students with dependent children. **PERIPHERAL:** Knowledge of the community college system. Knowledge of college level counseling support programs and services designed to assist students in degree attainment and transfer.

Ability to:

ESSENTIAL: Communicate effectively with and maintain effective and cooperative working relationships with faculty, students, staff, and managers; provide diverse services to a diverse student population; communicate effectively orally and in writing, listen effectively; follow oral and written directions; develop workshop materials; facilitate groups; function well under pressure from deadlines, timetables, etc. **PERIPHERAL:** Maintain empathy, friendliness, and a sincere desire to help others; maintain flexibility with regard to responding to situations requiring tact, discretion, sensitivity, and creativity with respect to



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providing services to students on an individual basis and in group settings; process large amounts of information and disseminate information accurately and clearly; operate a computer.

Physical Suitability Requirements:

ESSENTIAL: Incumbent must be able to function indoors in an office and/or classroom environment, and to accomplish the following, with or without reasonable accommodation: sit, to accomplish desk work while working with students; utilize vision (near) to write and to read printed materials and computer screens; utilize hearing for ordinary and telephonic conversation and to hear sound prompts from equipment; utilize manual and finger dexterity to type/keyboard and/or utilize mouse and otherwise operate a microcomputer and other office equipment. Utilize vision (far) to observe student demeanor during meetings and observe students in group settings; walk, to move about office, classroom, and campus environs; stand upright and forward flexing, to facilitate workshops in a classroom or meeting room.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Two years of college with preference given to course work in psychology, counseling, social work, child development or related field.

Experience:

Two years of experience, supporting counseling, or academic support programs such as CalWorks, TRiO, EOPS, FFY, DSPS, Veterans or related programs.

License or Certificate:

Possession of, or ability to obtain, a valid driver's license may be required.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT - *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

Environment: Work is performed primarily in a standard office setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally walk, stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

Hearing: Hear in the normal audio range with or without correction.