

JOB TITLE: Dean, Student Services

PAY GRADE: In accordance with the Educational Administrator Salary Schedule

LAST REVISED: November 2021

SUMMARY DESCRIPTION

Sierra College has committed to foundationally re-engineer its programs and services using Guided Pathways to increase student achievement, ensure student equity, and effect timely goal completion. Under administrative direction of the Assistant Superintendent/Vice President of Student Services, this position provides innovative and professional leadership in Student Services, with a keen strategic and systemic focus on student diversity, equity, inclusion, and success. The Dean of Student Services centralizes equity-mindedness in collaboration with managers, program directors, and other deans to align student support services with departments, divisions, centers, interest areas, and institutional guided pathways. This position serves as a member of the District's management team to provide leadership in matters relating to the administration of assigned programs within Student Services, and to do related work as required. Specific areas of assignment may include providing leadership and oversight for Counseling, Special Programs (such as DSPS, EOPS, CaWORKS, TRiO, Veterans, Guardian Scholars/NextUp, Umoja, Puente, and Honors Programs), Enrollment Services (including Financial Aid and Admissions and Records), Outreach, Transfer and Career Connections, Student Conduct, Residence Life, Basic Needs, Behavioral Intervention CARE Team, and/or the Success Center.

Sierra College has a strong commitment to the achievement of equity and inclusion among its faculty, staff, and students, and values the rich diverse backgrounds that make up the campus community. The Dean of Student Services must demonstrate a profound understanding of and experience with successfully supporting individuals with varying backgrounds. This includes persons with disabilities, various gender identities, various sexual orientations, individuals from historically underrepresented communities, and other groups to ensure the District provides strategies for success, as well as proactive, student-centered practices and policies committed to eliminating equity gaps.

ESSENTIAL RESPONSIBILITIES

1. Provides innovative, transformational leadership, centering on the development, execution, evaluation, improvement, and oversight for assigned areas in student outreach and recruitment; enrollment and onboarding services; comprehensive financial aid programming; counseling services and special programs; and retention, persistence, and completion efforts that lead to increased and equitable goal attainment, as well as successful university transfer or transition into the workforce.
2. Develops strategic direction and sets priorities for assigned areas in Student Services in accordance with District goals and a priority focus on student diversity, inclusion, equity, and success.
3. Spearheads and executes new initiatives aimed at strengthening student success and equity, including the identification and implementation of data-driven case and cohort management models that support and align with Guided Pathways.
4. Works collaboratively with colleagues and on interdepartmental teams to:
 - a. identify and implement ways to improve alignments and maintain seamless pathways from K-12 and adult education programs, through Sierra College and on to gainful employment and/or 4-year colleges and universities, with a focus on student diversity, equity, and inclusion across the District service area;
 - b. improve student access by contributing to help develop responsive, timely, student-centered schedules and services;

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- c. increase cultural programming and culturally responsive activities, events, and support services designed to further the success of diverse students and create an inclusive and equity-minded campus; and
 - d. provide activities and interventions to increase access, persistence, completion, and achievement rates.
5. Works collaboratively with entire Student Services management team to ensure all programs and services work effectively and successfully towards increasing student equity, achievement and completion.
6. In collaboration with other stakeholders, provides leadership to deliver effective and innovative counseling and related support services and activities to improve student success, goal attainment, and/or degree completion.
7. Collaborates with external partners, including K-12 districts, agencies, and organizations, to successfully support assigned initiatives, areas, and programs, such as Sierra Promise, Dual/Concurrent Enrollment, Academic Enrichment, Basic Needs, Mental Health, Special Programs, etc.
8. In collaboration with the Behavioral Intervention CARE Team, Campus Advocates, and Health Center, develops, modifies, and evaluates programs and services related to mental health, behavioral intervention, culturally responsive services, and Title IX support.
9. Works closely with senior administrators and stakeholders to review and analyze data on student recruitment, enrollment, equity, success, retention, persistence, and completion to shape strategic direction, increase institutional accountability, and prioritize student-centeredness.
10. Performs other duties as assigned: specific assignments are subject to change and flexible depending on the needs of the Student Services Division and initiatives of the District.

REPRESENTATIVE FUNCTIONS

Policy Development/Administration - Administers overall operations of assigned areas of responsibility and their related functions; interprets and administers policies and procedures that maintain program integrity while improving and refining the quality of services provided and revises as necessary to reflect student input, respond to changing conditions, and combat inequalities; analyzes program needs and establishes priorities; promotes and explores innovative systems/techniques; evaluates and implements process improvements; actively seeks out and disseminates state-of-the-art information and techniques; locates and develops new resources to improve programs; promotes new diverse ideas that support equity and inclusion; coordinates, reviews, and revises District and program-specific publications pertaining to assigned areas and ensures they are culturally relevant for the audience; establishes and maintains a cooperative and integrative working relationship among all District student services and instructional areas; communicates and follows District policies regarding prevention of sexual harassment of students and illegal discrimination against students based upon disability, as defined in the Americans with Disabilities Act (ADA); assures assigned programs *comply with applicable Federal, State, and local regulations, policies, and procedures*; meets with District students, faculty members and other staff, and the general public to resolve problems and explains laws, regulations, policies, and procedures; acts as liaison with off-campus site administrators to assure equitable service delivery; maintains accurate management information system processes; prepares and submits reports to the California Community Colleges Chancellor's Office, as required; communicates with Federal and State agencies regarding matters in assigned areas, as appropriate; responds to District research questionnaires and inquiries; serves on District shared governance and/or other committees, as appropriate, as an advocate for Student Services; and utilizes collaborative problem resolution techniques where applicable.

Personnel Management/Supervision - Supervises, supports, and establishes work standards for faculty, classified supervisory, classified support staff and temporary/student help; determines faculty and classified staffing needs, anticipating and meeting staffing requirements as feasible; interviews, screens applications, and recommends staff for hire in accordance with established equity-minded District hiring processes and practices; provides mentorship, direction and motivation to staff members; monitors the faculty evaluation process and evaluates work performance of faculty, classified supervisory, and classified staff in accordance with established District policies and procedures; maintains awareness of specific criteria and standards utilized for faculty performance evaluations and faculty tenure; observes and follows

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up on staff work performance, reinforcing positive efforts and acknowledging exemplary work practices; utilizes progressive discipline processes, as appropriate and in conformity with established District policies, procedures, and bargaining unit negotiated agreements; guides and facilitates resolution of problems between staff members and/or District students, and the general public; exhibits integrity and sensitivity with respect to needs of staff; administers provisions of District collective bargaining agreements, as appropriate; encourages and provides for staff development activities for continued professional development; conducts staff meetings on a regular basis to obtain input, develop work plans/schedules and resolve issues and problems; maintains regular Division in-service days for planning and staff development activities; and develops strategies and activities to establish and further diversity, equity, and inclusion as a shared vision of the staff.

Budgeting - Develops, prepares, and administers annual and long-range plans in conjunction with District budget development and program management efforts; manages assigned departmental budgets including general fund and discretionary budgets; maintains knowledge of District budget processes; understands and adheres to categorical regulations as they apply to budgeting restrictions; monitors and plans efficient use of budget funds; and assures detailed and accurate audit trails for all budgets.

Student Advocacy - Listens, supports, and responds to student complaints, questions, and suggestions, referring them to appropriate District and/or external resources for assistance, as necessary and appropriate; promotes and supports student equity; communicates student satisfaction with assigned programs and services to appropriate staff members; maintains awareness of changes in District instructional policies, procedures, and requirements; and supports and stimulates student learning.

Community Liaison - Maintains positive community relations with K-12, post-secondary institutions, and business and industrial communities, as appropriate; serves as a resource and/or prepares and delivers oral presentations to community organizations and professional groups as appropriate; attends professional meetings and conferences, as authorized; participates in community affairs and assists community groups, as feasible and appropriate; and assists in coordination and facilitation of advisory committee meetings.

Professional Development - Maintains currency of knowledge in assigned areas; develops administrative skills and expertise through professional conferences, seminars, workshops, professional journals, and other materials; promotes implementation of new instructional techniques and technologies; and maintains proficiency in computer and technology usage.

Special Projects: Participates in special projects, as appropriate.

MINIMUM QUALIFICATIONS - *The following describes the education, experience, knowledge, skills and abilities required to enter the job and successfully perform the assigned duties.*

Education and Experience Guidelines: A Master's degree in any subject matter field from an accredited institution and at least one year of experience related to the duties of the position. Progressively responsible management experience related to the duties of the positions is preferred.

Knowledge of:

- Culturally responsive student success, retention, equity and completion strategies and theory
- Guided pathways tenets
- Best practices for career assessment and integration, and web-based applications and delivery.
- Current higher education, retention and success trends, issues, strategies, regulations and compliance in the state, regionally, nationally, and internationally.
- Current best practices and trends for providing counseling and advising services, including equity focused, trauma informed, and culturally responsive practices, in a community college or similar setting.
- The Americans with Disabilities Act, Rehabilitation Acts 504 and 508, and policies/regulations for students with disabilities.

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- Title IX law in relation to sexual assault/violence and best practices for behavioral intervention teams in higher education.
- Database management, student information systems, statistical data interpretation, and the application of information technology to success, retention, and completion programs.
- Collaborative problem solving and conflict resolution techniques.
- Accounting and budgeting methods, audit procedures, statistics, and data interpretation.
- Management concepts and practices, including organizational and motivational techniques.
- Personnel management practices and techniques of supervision and staff evaluation.
- Role of higher education, and specifically community colleges, in supporting marginalized populations.
- Employment processes and collective bargaining processes
- Data collection, and report writing;
- Laws, regulations, and legislation relevant to assigned program areas.
- Safety practices;
- National and State trends and innovative technologies relevant to assigned program areas.
- Proposal writing and grantsmanship.
- Facility management techniques.
- Research and testing methods and techniques;
- Public speaking skills; and
- Methods to successfully support individuals with varying backgrounds, which includes persons with disabilities, various gender identities, various sexual orientations, individuals from historically underrepresented communities and other groups.

Ability to:

- Provide visionary and change management leadership;
- Apply an equity-minded framework to ensure programs, services and processes are designed and delivered to meet the varying needs of all students.
- Promote, design, and implement integrated, comprehensive solutions involving a diverse body of stakeholders.
- Bridge gap between instruction and student services.
- Foster a culture of innovation.
- Conduct ongoing research and evaluation of best practices.
- Engage faculty and staff in a highly collaborative and deliberative environment.
- Facilitate difficult conversations to effect student-centric change.
- Analyze and assess related programs, policies, and operational needs and make systemic recommendations for improvement
- Identify and respond to sensitive organizational issues, concerns, and needs.
- Plan, organize, direct, and coordinate the work of assigned staff.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Prepare and administer large and complex budgets and reports.
- Effectively engage both internal and external stakeholders.
- Respond tactfully, clearly, and appropriately to inquiries from the public, press, or other agencies on sensitive issues in area of responsibility.
- Adhere to critical deadlines while working with frequent interruptions.
- Establish and maintain effective working relationships.
- Develop measurable outcomes and apply assessment strategies.
- Compile data and prepare accurate reports.
- Commitment to diversity and student success.
- Exceptional interpersonal skills and the ability to interact and work effectively with a diverse population.
- Present effectively to small and large groups.
- Perform consistently under the pressure of deadlines and other administrative demands.

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- Plan and manage in an environment of shared governance.
- Inspire and promote socioeconomic and cultural diversity.
- Demonstrate integrity and consistency.
- Communicate effectively verbally and in writing.
- Effectively coordinate group work efforts.
- Effectively utilize social/interpersonal skills.
- Apply patience, tact and courtesy in dealing with students, staff, and the general public.
- Utilize listening and negotiating skills.
- Read and comprehend technical and professional journals, textbooks, and other pertinent material.
- Interact effectively with District faculty and staff, and the community.
- Set priorities and establish goals and objectives.
- Organize work and manage time effectively.
- Conduct effective meetings;
- Apply patience, tact, empathy, and courtesy in supporting students, staff, and the general public;
- Exercise sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.

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, 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.