

**JOB TITLE:** Supervisor, Undocumented and International Support Services

**PAY GRADE:** Classified Supervisory (CS)15

**LAST REVISED:** May 2022

*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**

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 Program Manager, Student Engagement or assigned administrator, the Supervisor of Undocumented and International Support Services serves as a member of the District's management team to provide leadership, facilitate and deliver student engagement and support services, and to coordinate and perform related work as required.

The Supervisor of Undocumented and International Support Services performs a full range of administrative, programmatic, and technical duties and services in support of international, undocumented, and immigration-impacted students who are interested in or are attending Sierra College.

The Supervisor oversees and coordinates assigned functions, activities, and services of the Undocumented Student Center, as well as participates in the daily activities of providing international, undocumented, and immigration-impacted students with specialized information, assistance, support, connections, referrals, and training. The Supervisor also partners with campus stakeholders and community organizations to: provide resources and deliver services for undocumented and immigration-impacted students; effect a student-centered support ecosystem; maximize international, undocumented, and immigration-impacted students' access to all available support services; and, promote student equity, success, retention, and completion by removing structural and systemic barriers to degree and credential attainment. The Supervisor effectively engages in partnership development, grant management, and reporting duties in support of the Undocumented Student Center and international students, and the position requires maintaining currency regarding topical issues, emerging strategies, best practices, legislation, and local, state, and federal policies related to international, undocumented, and immigration-impacted students. As part of a comprehensive Student Services team, the Supervisor also coordinates student engagement or basic needs events, performs related services, and provides oversight for center operations, as needed.

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 Supervisor Undocumented and International Support Services must demonstrate a profound understanding of successfully supporting individuals with varying and diverse backgrounds, including persons with disabilities, various gender identities and sexual orientations, individuals from historically underrepresented communities, and other groups. The Supervisor of Undocumented and International Support Services will effectively ensure the District develops and provides strategies for undocumented and immigration-impacted student success, as well as proactive, student-centered practices and policies committed to eliminating equity gaps.

**REPRESENTATIVE FUNCTIONS:**

1. Coordinates and provides key resources, essential activities, proactive support, and holistic services associated with the entire student journey for international, undocumented, and immigration-impacted students (including students from mixed status families).
2. Assists prospective undocumented students and students from mixed status families through the entire onboarding experience, whether in person or virtually, including the completion of admissions/financial aid applications, the navigation of campus technology platforms, and enrollment processes.
3. Collaborates with Admissions and Records and other Student Services areas to assist with the onboarding and continued enrollment and support of international students.
4. Manages and facilitates all aspects and daily operations of the Undocumented Student Center; develops, coordinates, and delivers a broad range of culturally-inclusive workshops, programs, and academic and support services specifically designed for undocumented students, students from mixed status families, and international students.
5. Develops, implements, supervises and performs the daily functions and programming activities of a “one-stop” Undocumented Student Center; establishes, maintains, and further develops local and regional partnerships with community agencies, especially to improve and offer service delivery; responds to crisis situations related to immigration or customs enforcement in a trauma-informed manner; develops and implements culturally-inclusive communication protocols, services, and programs that support the success of international, undocumented, and immigration-impacted students.
6. Builds and supports a trauma-informed and culture of care in service and support of undocumented students, students from mixed status families, and international students.
7. Develops, coordinates, and delivers UndocuAlly trainings, professional development activities, and related workshops for District employees, student ambassadors, and external partners to work with undocumented students, students from mixed status families, and international students in a culturally-inclusive manner.
8. Coordinates legal advice and support services for undocumented and immigration-impacted students, especially in regard to changes in state and federal level laws and policies.
9. Coordinates and procures trauma and culturally informed mental health and basic needs support services for undocumented students and students from mixed status families, including through partnerships on campus or through external agencies.
10. Collaborates and coordinates with student services departments, including Financial Aid, Admissions and Records, Special Populations programs, Basic Needs, Outreach, Student Engagement, Career and Transfer Connections, the Library and Learning Resource Center, and the Success Center to best serve and meet the needs of undocumented students, students from mixed status families, and international students.
11. Maintains clear, consistent, and effective coordination and communication, as well as cohesive and substantial partnerships, with district faculty, staff, students, and external organizations to successfully coordinate activities and programs, improve services, resolve issues, and exchange information; advises, provides guidance, and prepares and delivers presentations on issues pertaining to undocumented and immigration-impacted students.
12. Collaborates and coordinates with the campus career center and regional partners to develop on-campus paid internships, peer to peer mentor programming, on-campus employment, stipends for AB540, DACA, and other undocumented students connected to their career interests.
13. Provides proactive, personalized support to undocumented and immigration-impacted students by connecting and meeting with them and their families on a regular basis at all District locations (Rocklin, Roseville, Nevada County and Tahoe-Truckee), as well as off-campus as needed.
14. Creates, authors, and develops culturally-inclusive and multi-lingual outreach and recruitment communications in print, electronic, web and social media formats; maintains a virtual presence and online services for international, undocumented, and immigration-impacted students; develops and provides comprehensive recruitment strategies and services, especially in

## Job Description

- partnership with external educational and nonprofit organizations, for international, undocumented, and immigration-impacted students.
15. Provides comprehensive, in-depth program information through individual meetings, group information sessions, admissions workshops, and panel discussions to diverse populations; maintains an equity-minded and intersectional focus, responsiveness, and sensitivity towards disproportionately impacted communities.
  16. Maintains a current understanding of local, state, and federal policies, laws and regulations regarding serving and supporting undocumented students, students from mixed status families, and international students; provides technical and content expertise, information and assistance to the assigned administrative supervisor and leadership; assists in the formulation and development of district policies, procedures, and programming.
  17. In consultation with assigned administrative supervisor, manages administrative, compliance, development, and reporting aspects of assigned budgets, grants and subgrants, including procurement and contracting processes; analyzes and reviews assigned budgetary and financial data; authorizes expenditures in accordance with established limitations and institutional timelines.
  18. Plans, facilitates, and coordinates large events, including relevant conferences, educational summits, and outreach activities with K-12 districts and other on campus and external partners.
  19. Participates in the development and implementation of equity-informed goals, objectives, policies, and priorities for the Undocumented Student Center; develops and standardizes procedures and methods to improve and continuously monitor and assess the effectiveness of the center; identifies opportunities for improvement and makes recommendations to assigned administrative supervisor; initiates, oversees, and directs the collection of student data to measure and evaluate student success of international, undocumented, and immigration-impacted students; prepares and maintains assigned narrative, financial, and statistical reports.
  20. Develops, implements, and maintains systems to ensure compliance with program eligibility standards.
  21. Establishes partnerships and maintains relationships with school district officials, community leaders, various organizations, and public agencies to encourage participation, coordinate campus projects with assigned center activities, and improve service delivery.
  22. Trains, supervises, and evaluates the performance of assigned staff or student workers; interviews and selects employees and student workers utilizing an equity-minded lens.
  23. Establishes and maintains confidential and sensitive records (including student records); maintains complex, interrelated filing systems; and ensures confidentiality of information.
  24. Develops yearly calendar of collaborative events, workshops, and other schedules related to assigned activities and services; reviews, updates, and informs others of essential timelines; coordinates, facilitates, and delivers assigned activities; ensures the timely completion of work in accordance with established policies, procedures, and standards.
  25. As part of the Student Engagement team, as well as a partner of the Basic Needs Program, collaborates, assists, facilitates, or provides oversight in the development and delivery of student engagement or basic needs events, services, or center operations, as needed.
  26. Performs other duties and responsibilities as assigned.

### **Knowledge of:**

- Pertinent federal, state, and local laws, codes, policies and regulations related to international, undocumented, and immigration-impacted students.
- Current best practices and trends for providing undocumented student support services, including equity-focused, trauma-informed, and culturally-responsive practices, in a community college or similar setting.

## Job Description

- Strategies, processes, and practices in case management techniques in higher education, especially in facilitating equity-minded services, support of basic needs, and financial aid.
- Role of higher education, and specifically community colleges, in supporting marginalized populations.
- 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.
- Personnel management practices and techniques of supervision and staff evaluation.
- Current higher education equity-based retention and success trends.
- Database management, student information systems, statistical data interpretation, and the application of information technology to student success.
- Collaborative problem solving and conflict resolution techniques.
- Accounting and budgeting methods, audit procedures, statistics, and data interpretation.
- Management and leadership concepts and practices, including change management, organizational and motivational techniques.
- Employment processes, collective bargaining processes, data collection, and report writing.
- Safety practices.

### Ability to:

- Coordinate, oversee, and facilitate the daily operations and activities of the Undocumented Student Center.
- Envision, develop and maintain short and long-term strategic plans for increasing access and success of international, undocumented, and immigration-impacted students.
- Work directly with international, undocumented, and immigration-impacted students to support their unique needs and educational journey.
- Perform a specialized, technical, and complex programmatic and administrative duties that require independent judgment and personal initiative.
- Understand the organization and operation of the District, the Undocumented Student Center, and outside agencies as necessary to assume assigned responsibilities.
- Apply an equity-minded framework and ensure programs, services and processes are designed and delivered to meet the varying needs of all students.
- Learn department and program objectives and goals.
- Understand, interpret, apply, explain, and ensure compliance with administrative and office policies and procedures as well as pertinent laws, regulations, and ordinances.
- Use technical concepts and basic program management tools and techniques to coordinate the Undocumented Student Center and solve complex problems in creative and effective ways.
- Develop recommendations for problematic areas and implement and monitor changes.
- Participate in the development and administration of policies and procedures.
- Provide specialized assistance, training, and information to students, faculty, administrators, staff, and the public concerning international, undocumented, and immigration-impacted students;
- Coordinate and conduct workshops, seminars, special events, class presentations, orientations, and tours in a culturally-inclusive manner.
- Determine best connection, referral and support plan for students.
- Establish and maintain partnerships with local and regional businesses and community organizations.
- Participate in the preparation and administration of assigned budgets.

- Exercise skills that emphasize collaboration, consensus building, conflict resolution, and problem solving.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Research, compile, analyze, and interpret data and information.
- Compose and prepare correspondence and written materials related to assigned activities.
- Prepare a variety of clear and concise administrative and financial records.
- Exercise good judgment and discretion in analyzing and resolving confidential, difficult, and sensitive situations.
- Work within the policies, functions, and requirements of area of assignment.
- Train and provide work guidance to others.
- Plan, organize, and assign work to meet schedules and changing deadlines.
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Operate office equipment including computers and supporting word processing, spreadsheet and database applications.
- Work confidentially with discretion.
- Work independently and effectively in the absence of supervision.
- Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
- Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, ability status, sexual orientation, and cultural populations of community college students.
- Communicate effectively orally and in writing to meet the needs of the supported programs.
- Establish and maintain effective working relationships with those contacted in the course of work.

**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**

**Experience:** At least one year of experience working in a social service environment, a community service organization, a community college or educational institution, or related position.

**Education:** A Bachelor's degree from an accredited university, preferably in social work, sociology, education, or other related field, and

License or Certificate:

- Valid California driver's license and a safe driving record to drive a District or personal vehicle.

**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 and requires occasional travel to local high school districts and campuses.

## Job Description

**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; 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.