**Summary**

Plans, supervises, assesses and evaluates counseling programs and services in the Division that meet the needs of a highly diverse urban student population. Manages the matriculation process, educational counseling and consultation, orientation, articulation, transfer and other services. Leads and oversees the Assessment Center and CalWORKs programs. Directs and implements counseling and guidance curriculum. The position also provides complex administrative support to the Vice President, Student Services.

**Distinguishing Career Features**

The Dean, Counseling Services reports to the Vice President, Student Services and is responsible for a Division which integrates and provides academic and administrative support to a diverse student population. This position oversees the Assessment Center and CalWORKs and their programs and services. This position interfaces with the Student Success Department and supports student success initiatives. This position requires a demonstrated ability to direct the activities of related functions and services; to provide leadership to the Counseling Division, faculty, and staff, and to offer excellence in delivering counseling services.

**Essential Duties and Responsibilities**

- Plans, supervises, assesses and evaluates counseling services and programs for effectiveness and efficiency. Assures provision of student-centered services and supports student success initiatives. Provides leadership for Division employees. Provides leadership on behalf of Division employees.

- Collaborates with administrators, faculty, and staff to develop and coordinate programs and services and provide integrated instructional and student services that meet the needs of a diverse student population.

- Leads and oversees the planning, supervision, assessment and evaluation of the Assessment Center and CalWORKs, including their programs, services, personnel, interagency reports and contracts, and budgets.

- Provides leadership in the new and emerging technologies in support of student success.

- Leads, trains, supervises, evaluates and provides information to staff to enhance their ability to accomplish the unit’s objectives, vision, and mission. Certifies payroll for assigned personnel. Applies the terms and provisions of applicable collective bargaining agreements; state and federal laws; and District Board Policies and Administrative Procedures in personnel matters.

- Prepares recommendations and/or contracts as appropriate and submits them to administration and/or Board of Trustees for consideration.
- Prepares class schedules, teaching assignments, and monitors enrollment and class size. Consults with faculty on, and approves textbook adoptions and acquisitions.

- Develops relationships with local high school districts, community service agencies, and business, educational and governmental organizations as needed to respond to student needs.

- Designs and implements tracking and evaluation systems to evaluate student progress. Provides communications to high schools, giving feedback on student success.

- Organizes and oversees planning for matriculation processes including orientation services, counseling, and advising, and follow-up with targeted at risk students such as those that are underrepresented, undecided, in basic courses, or on academic probation.

- Leads, develops, and implements transfer services to encourage and facilitate student transfer to four-year institutions.

- Counsels students, including those referred for specialized assistance.

- Provides leadership and support for articulation, ensuring agreements with four-year colleges are current, maintained, archived, and communicated to faculty, staff, students, colleges and oversight agencies.

- Certifies procedures for grade changes, late withdrawals, credit by examination, field trips, conference requests, and staff development activity.

- Provides leadership in developing and managing local, state and national private and government grants.

- Develops and maintains systems for up-to-date student records. Ensures confidentiality and privacy of information.

- Develops and monitors budgets and maximizes financial resources.

- Participates on or chairs committees, task forces, and special assignments.

- Ensures accuracy of print and online publications related to the area of responsibility.

- Authorizes and monitors unassigned time, reassigned time, and changes of faculty assignments.

- Provides leadership in space and facilities planning.

- Participates in and supports the accreditation processes.

- Maintains currency of knowledge and skills related to the duties and responsibilities.

- Performs other related duties as assigned.

**Qualifications**

**Minimum Qualifications for Education and Experience**
Requires a master’s degree in Counseling, Psychology, Social Work, Career Development, or equivalent discipline related to the administrative assignment AND a minimum of one year of
formal leadership training, or internship, or experience reasonably related to the administrative assignment, AND two years of full-time counseling experience or the equivalent, preferably at the community college level. Understanding of and sensitivity to meeting the needs of the diverse academic, socioeconomic, cultural, disability and ethnic background of the student, community, and employee population.

**Knowledge and Skills**
This position requires professional knowledge of:
- Theories, principles, and practices associated with higher education counseling, curriculum and instruction, matriculation, and student services.
- Development, maintenance and administration of a budget.
- Philosophy and objectives of the community college.
- Principles of functional leadership, training and performance evaluation.
- Pertinent federal and state laws and regulations.
- Learning and student success process, assessment, student learning outcomes, learning communities and application of technology.
- Strategic planning in organization and management practices, assessment, analysis and evaluation of programs, policies and administrative needs.
- Matriculation regulations and articulation agreements.

This position requires demonstrated skills in:
- Developing assessment, teaching, and learning processes that enhance student success and outcomes.
- Organizing work and building an effective team to meet the needs of the assigned areas.
- Oral and written language sufficient to prepare reports and professional correspondence.
- Human relations/interpersonal skills to conduct performance reviews, deliver presentations, and convey technical information to a wide variety of audiences.

**Abilities**
This position requires the ability to:
- Develop and implement a plan of accountability for counseling and matriculation services.
- Be a fair-minded, ethical, and honest leader.
- Learn, interpret, and ensure compliance with state and federal laws, Title 5, and other federal and state regulations as related to the responsibilities of the position.
- Be open to change and new methods in the assigned area of responsibility.
- Continuously engage in learning and self-improvement.
- Meet change with innovation to promote and meet the college mission.
- Organize, plan, develop, and write new programs, develop new concepts, analyze outcomes, and prepare clear and concise reports.
- Guide and direct others in goal achievement.
- Direct and facilitate development of personal and team perspectives, and develop and deliver training programs.
- Develop and monitor budgets and maximize financial resources.
- Work cooperatively and productively with internal and external constituencies.
- Advocate for shared governance, collegiality, staff cohesiveness and for the core values of the institution.
Physical Abilities
This position requires the physical ability to:
- Function in an office environment performing work of primarily a sedentary nature with some requirement to move about campus and to off-campus locales.
- Use hearing and speech to make presentations to groups and carry on conversations over the phone and in person.
- See with sufficient visual acuity to read printed materials and computer screens.
- Use hand/arm/finger dexterity to retrieve work materials and operate standard office equipment.
- Work a flexible schedule which may include evenings, weekends, and split schedules.

Licenses and Certificates
May require a valid driver’s license.

Working Conditions

Work is performed indoors where minimal safety considerations exist.

Revised: August 11, 2011