

**Dean of Student Success and Counseling**  
**Porterville College**  
**Kern Community College District**  
**JOB DESCRIPTION**

## **Definition**

The Dean of Student Success and Counseling provides leadership to a comprehensive array of academic advising and educational services designed to facilitate and promote effective student learning, development, and success through the management of strong support services, programs, activities, and performance outcomes measures and supports to enhance a climate that promotes innovation and improved services to students to support student success. These include the guided pathways initiative, counseling and academic advising, education planning, placement, articulation services, adult education, mental wellness, transfer center, outreach, student success initiatives, student equity and achievement, and other retention and technology based student success programs for the college.

The Dean is required to have extensive collaborative and cooperative relationships with academic and student services departments to contribute to the efforts in educating, serving and retaining students from culturally diverse backgrounds including adult learners. The Dean of Student Success and Counseling provides general supervision of the operations of the area, along with coordination of activities and the evaluation of the faculty and staff in the area.

The position reports to the Vice President of Student Services. This assignment may include evening and/or weekend work hours.

## **Examples of Duties**

1. Support the college's focus of improving lives through education, including providing a welcoming, safe, and equitable educational and working experience for all students, staff and faculty.
2. Facilitate and support students' educational success through the provision of student-centered educational services as listed below. Plans, implements and evaluates short and long-range strategies, goals and objectives in the following areas:

### Examples of Duties (Continued)

- a. Counseling and Academic Advising, including student education planning, and other counseling services, with a focus on optimizing the use of technology as a student guidance and success tool;
  - b. Placement and Testing: Assessment and placement systems and activities that are innovative and integrated with orientation and educational plan development;
  - c. Career Development;
  - d. Orientation and/or First Year Programs: Champions visionary orientation programs that includes purposeful contacts with students through comprehensive and innovative student success coursework delivered in a variety of formats;
  - e. Early Alert & Intervention system, designed to identify students experiencing difficulty, efficiently and effectively connect them with appropriate resources, and reduce the numbers of students placed on academic probation/suspension;
  - f. Recruitment and Outreach, outreach activities, and open houses, in collaboration with on campus programs
  - g. Transfer Center
  - h. Articulation
  - i. Case Management
  - j. Summer Bridge Programs
  - k. Online student services and technological solutions that enhance communications with students, boost student retention and ensure student recruitment
  - l. Other post admission student success initiatives and retention services for populations most at risk. These include high impact practices such as peer-mentoring, etc.
3. Provide direct oversight and administrative leadership for the operations of specific programs such as, but not limited to, Counseling & Advising, Outreach & Recruitment, Transfer, EOP&S, CARE, CaWORKs, NextUp, Mental Wellness, SEA, Articulation, Assessment, Title V, Adult Education, DSPS, JEC, serve as the secondary Student Conduct Administrator, and serves as the Student Complaint Hearing Officer.
  4. Supervise and coordinate department planning and operations; fiscal and personnel management, including hiring and assignment of counselors and support staff; supervision, development and evaluation of all staff; development and management of budgets; etc. Develop, implement, and monitor the annual plans and budgets including establishing goals and activities and evaluating program outcomes for all programs supervised.
  5. Review, assess and evaluate assigned programs and services; recommend and implement approved plans and policies to facilitate and improve outcomes,

### Examples of Duties (Continued)

- operations and programs within areas of responsibility. Develop and generate statistical data and reports and ensure data-centric decision making. Assist in the design and assessment of institutional research focusing on student outcomes. Assess student needs and provide support services to respond to those needs.
6. Implement policies and ensure operations are aligned with the district and college mission, vision, values, and institutional goals, and objectives.
  7. Work closely with faculty chairs, Student Services directors, deans, appropriate staff in support of student success and learning, feeder high schools, four-year institutions, and business industry.
  8. Coordinates the procurement and distribution of grant funds, prepare grant applications, budgets, and reports for local, state, and federal grant supported programs.
  9. Develop and implement strategies to increase student completion, success, and access supporting the vision for success while focusing on completion.
  10. Oversee accurate and complete management information system (MIS) reporting for categorical programs.
  11. Serves as an advocate for the use of technology to deliver services to students, while reserving human resources to provide personal assistance and developmental activities for students. Provides leadership to the college community with the implementation of the provisions of the Student Success Act as outlined above.
  12. Facilitate faculty, staff and other administrators through guided pathways implementation and institutionalization.
  13. Assist the Vice President of Student Affairs Services, to accomplish the mission and goals of the college, division, and related areas. Works closely with him/her to gather, interpret and present data on students, student progress, and student success indicators in order to enhance instructional effectiveness and support enrollment management efforts.
  14. Work cooperatively and provide leadership as a member of Student Services and college management team consistent with the mission of the College and District and serve on college and district participatory governance committees to support the college and district mission.

15. Perform other duties as assigned or required.

## Minimum Qualifications

- Master's degree from an accredited college/university, preferably in counseling, educational management, educational organization, educational leadership, or related field.
- Five years of full-time experience with progressively increasing responsibilities demonstrating integrative leadership for academic advising, counseling, or administration in departments closely related to areas of Dean's responsibilities.
- Demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, ethnic, and disability backgrounds of community college students and employees.
- Demonstrated leadership in developing and providing services for first generation, low-income and at-risk, and enabling student success for underserved, at-risk students.
- Experience with the implementation of and maintenance of administrative computing software, preferably BANNER. Navigate, case management systems, Cranium Café, Comevo, Canvas, online student support technologies, or DegreeWorks.

## Knowledge and Abilities

### Knowledge of:

- The mission of the California Community College; community college and instructional programs, regulations and policies; principles of employer employee relations; and principles in the administration of personnel services.
- Methods and techniques of leadership and management; principles and practices of program development and administration, including knowledge of budgeting; modern office procedures, methods, and equipment including computers and applicable software.
- State and Federal codes, statutes and regulations that govern California community college student developmental and instructional services (or their equivalents) including:
  - Pertinent sections of Title 5 of the California Code of Regulations pertaining to student developmental, curriculum and institutional services.
  - Pertinent sections of California Education Code.

### Knowledge and Abilities (continued)

- Americans with Disabilities Act (ADA) compliance regulations.
- California State Chancellor's Office (Systems Office) legal opinions and advisories.
- Federal regulations pertaining to the Family Educational Rights and Protection Act.
- BANNER Student Module applications.
- Microsoft Office Word/Excel.
- Board Policies and Administration Procedures.
- Articulation agreements with other colleges/universities.
- Principles of student development administration at the community college level; leadership and management principles and techniques.
- Higher Education equity student services programs and processes proven to close the achievement gaps amongst disproportionately served students as well as the California Community College Vision 2022 goals.
- Student Success Strategies
- Principles of employer-employee relations
- Computer operations/data processing systems.
- Accounting, budgeting and fiscal reporting.

### Ability to:

- Work as part of a management team dedicated to collaboration and the college goal of integrating instruction and student services as a way to create and maintain a supportive student-learning environment.
- Exercise group leadership skills, which emphasize collaboration, consensus building, conflict resolution, and problem solving in an environment of shared governance
- Lead and facilitate the practical use of computer and instructional technology to facilitate and support student services and staff productivity;
- Use effective written communication, including reporting and funding proposal reports, etc.
- Research, evaluate, and analyze data and prepare and present comprehensive, coherent, and effective oral and written reports.
- Effectively interact with persons of diverse socioeconomic and ethnic backgrounds.
- Apply legal and policy provisions to various problems consistently and correctly.
- Establish and maintain cooperative and helping working relations with students, staff and community agencies to meet the needs of students with disabilities.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals and program requirements.
- Plan and organize work and manage competing activities to meet established timelines and deadlines.

## Working Conditions

Environment: Office

Physical Demands: Incorporated within one (1) or more of the previously mentioned essential functions of this job description are essential physical requirements. The ratings in the chart below indicate the percentage of time spent on each of the essential physical requirements.

Seldom—Less than 25 percent = 1

Often—51-75 percent = 3

Occasional—25-50 percent = 2

Very Frequent—76 percent and above = 4

| Ratings | Essential Physical Requirements                                                            |
|---------|--------------------------------------------------------------------------------------------|
| 3       | Ability to work at a desk, conference table or in meetings of various configurations.      |
| 1       | Ability to stand for extended periods of time.                                             |
| 4       | Ability to sit for extended periods of time.                                               |
| 4       | Ability to see for purposes of reading printed matter.                                     |
| 4       | Ability to hear and understand speech at normal levels.                                    |
| 3       | Ability to communicate so others will be able to clearly understand a normal conversation. |
| 1 or 2  | Ability to lift 10 pounds.                                                                 |
| 1 or 2  | Ability to carry 10 pounds.                                                                |
| 4       | Ability to operate office equipment.                                                       |

## Status/Rationale

This is an educational administrator position.

## Signatures/Approval

\_\_\_\_\_  
(Employee's Signature)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Supervisor's Signature)

\_\_\_\_\_  
(Date)