

TITLE: Advisor, Student Support Programs

CLASSIFICATION: Classified

SALARY GRADE: C11

SCOPE OF POSITION:

Under general direction, advises prospective and current students on program opportunities, resources, and requirements for Extended Opportunity Programs and Services (EOPS), Cooperative Agencies Resources for Education (CARE), California Work Opportunity and Responsibility to Kids (CalWORKs), and Bear Cub Scholars (BCS) Foster Youth Programs and other foster youth programs, such as NextUp. Serves as a student advocate and an interdepartmental and interagency liaison.

KEY DUTIES AND RESPONSIBILITIES:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Provides guidance, case management and crisis intervention to students in meeting academic and career goals, referring resources; assesses and resolves barriers and provides direct referrals to external and internal resources.
2. Serves as an advocate and liaison for students with the District and external agencies. Informs students of their rights and responsibilities.
3. Establishes and documents student eligibility for student support programs based on local, state, federal and departmental regulations.
4. Provides group and individual orientations to new and continuing students who are served by appropriate student support programs.
5. Assists students with the registration process, financial aid, and other District forms and procedures.
6. Authorizes and tracks expenditures for student books, supplies, fees, and support services.
7. Facilitates activities in collaboration with other departments to achieve maximum fulfillment of goals and objectives for delivery of support services.
8. Prepares reports and monitors student participation and progress to ensure EOPS and CalWORKs program compliance.
9. Maintains and utilizes data management systems that comply with department, local, state and federal reporting and contractual requirements.
10. Interprets and implements local, state and federal regulations for staff, students, and community agencies.
11. Assesses program needs and collaborates with District and local agency staff to develop and implement program policy.

KNOWLEDGE OF:

1. Challenges relating to traditionally underrepresented populations.
2. Community college requirements, student services, financial aid, and other student support programs.
3. Community-based organizations and resources.

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KNOWLEDGE OF – Continued

4. Student needs assessment, referrals, and case management.
5. Statistical reporting and data management systems.
6. Relevant local, state, and federal rules, regulations, policies and programs, such as Family Educational Rights and Privacy Act of 1974 (FERPA) and Title 5 regulations as they pertain to a student's right to privacy and equal employment opportunity.
7. Applicable technology usage, including standard office productivity software and other appropriate technology.

ABILITY TO:

1. Interpret, apply and explain legal mandates, policies, regulations and guidelines. Encourage and motivate student success.
2. Plan and provide presentations to individuals and groups.
3. Collaborate productively and cooperatively with individuals and groups both internally and/or externally.
4. Communicate effectively, both orally and in writing.
5. Exercise appropriate judgement in interactions with others and with work processes.
6. Interact with the public in a helpful, courteous, and professional manner.
7. Demonstrate sensitivity to, and respect for, a diverse population.

QUALIFICATIONS:

Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by the supervising administrators, in coordination with the department where the vacancy exists, if needed.)

EDUCATION:

Bachelor's degree in a related field of study required.

EXPERIENCE:

2+ years of experience in a college or social services setting with diverse populations and managing a caseload of clients required.

OTHER REQUIREMENTS:

- Position requires frequent travel to schools, organizations, and community agencies.
- This classification requires the use of a personal or District vehicle while conducting District business. Must possess a valid (Class C) California driver's license and an acceptable driving record.
- Must be able to perform physical activities such as, but not limited to, lifting equipment (up to 50 lbs. unassisted), bending, standing, climbing, crawling or walking.

SANTA ROSA JUNIOR COLLEGE COMMITMENT:

All classifications require a commitment to the District's Vision, Mission, Values, Goals and Objectives as articulated in the [Strategic Plan](#).