

TITLE: Support Services Specialist

CLASSIFICATION: Classified

SALARY GRADE: C09

SCOPE OF POSITION:

Under general supervision, provides general and specialized support and accommodation services for students with disabilities. Implements mandated student accommodations. Assesses high-risk behavioral factors and advises and de-escalates heightened emotional situations.

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. Advises students in matters related to academic, personal, and disability management needs. Serves as a resource to students in providing information on specific academic accommodations such as note-takers, test-taking facilitation, assistive technology, and in-class mobility assistants. Collaborates with Disability Resources faculty and students on matters related to the student's disability, including accommodations, communication, emotional support, and disruptive behaviors.
2. Provides assistive technology, access to course and testing materials, and access to preferred alternate media resources. Facilitates access and guidance for a variety of assistive technology solutions for students. Analyzes and troubleshoots problems with assistive technology. Provides testing documents in digital, audio, and Braille formats.
3. Interprets and explains District policies and procedures, Americans with Disabilities Act of 1990 (ADA), Title 5, and Family Educational Rights and Privacy Act of 1974 (FERPA). Provides information and responds to questions regarding services to students, staff, faculty, and the public. Ensures student rights and confidentiality are maintained.
4. Communicates with faculty and departmental staff. Serves as a resource for the accommodation process and assists students with testing needs.
5. Administers and proctors academic course exams and placement tests. Serves as a liaison to testing agencies. Maintains integrity of test environment and materials and reports student misconduct.
6. Facilitates the operations of the accommodation-testing environment, monitors students in-person and through video surveillance, and addresses issues with students suspected of misconduct.
7. Hires, supervises, trains, and schedules students employees.
8. Directs the work of short-term, non-continuing (STNC) employees in the area.

KNOWLEDGE OF:

1. Support services and adaptive equipment available for students with disability limitations.
2. Resources for individuals with disabilities.
3. Relevant local, state, and federal rules and regulations.
4. Applicable technology usage, including standard office productivity software and other appropriate technology.

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ABILITY TO:

1. Interpret and apply laws, regulations, policies, and procedures.
2. Maintain currency in the use of adaptive equipment.
3. Work independently with minimum supervision.
4. Assess high-risk behavioral factors in order to de-escalate heightened emotional situations.
5. Exercise judgment and discretion regarding service provision to students with disabilities.
6. Collaborate productively and cooperatively with individuals and groups both internally and/or externally.
7. Communicate effectively, both orally and in writing
8. Interact with the public in a helpful, courteous, and professional manner.
9. 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:

Associate degree in a closely related field of study required.

EXPERIENCE:

1+ year of previous experience in providing services to students with disabilities required.

OTHER REQUIREMENTS:

Must be able to perform physical activities such as, but not limited to, lifting (up to 50 lbs. unassisted), bending, standing, climbing 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](#).