



COORDINATOR, DISABILITY SUPPORT PROGRAMS AND SERVICES (DSPS)

DEFINITION

Under general supervision, plans, organizes, coordinates, and participates in the daily operations and support of assigned Disability Support Programs and Services (DSPS) programs, services, tutorial, testing, and training centers, and/or computer and instructional laboratories; researches and gathers various program data and develops reports; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory and managerial staff. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is a coordinator class responsible for planning, organizing, and coordinating assigned DSPS programs, services, tutorial, testing, and training centers, and/or computer and instructional laboratories. The duties involved include the implementation of goals and objectives and program performance and reporting. Positions work on tasks that require the use of discretion and independent judgment in performing assigned work and ensuring the efficient and effective functioning of assigned operations. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver work products or services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

- Organizes, coordinates, schedules, and oversees DSPS programs, services, testing and tutorial centers, multimedia training centers, and/or computer and instructional laboratories for a diverse student population by creating positive learning communities.
- Participates in the planning, development, and implementation of policies, procedures, and handbooks for assigned functions, including incorporating regulatory updates and technological advancements, as appropriate.
- Assists students with application to and registration in DSPS programs.
- Coordinates scheduling and administration of testing sessions by scheduling students, setting up testing laboratories, preparing test materials, and proctoring tests; implements appropriate test accommodations for DSPS students ensuring tests security and maintaining the integrity of the testing process.
- Coordinates accommodations such as proctoring, reading, scribing, note taking, and arrangement for specialized equipment.
- Uses and promotes the use of theory-based developmental learning strategies when developing, explaining, and demonstrating learning exercises and instructional materials and strategies.
- Coordinates the operations, services, and activities of assigned computer and instructional laboratories by assisting and providing training and instruction to faculty, students, and staff in the use of a variety of equipment, materials, and supplies found in assigned instructional and/or computer laboratory; evaluates accessibility issues and recommends appropriate accommodations.

- Evaluates, responds to, and resolves requests for technical support from faculty, students, and staff experiencing problems with hardware, software, networking, and other computer and assistive technology related equipment; diagnoses and troubleshoots problems, determines and implements solutions, and/or refers highly complex problems to specialized or higher-level personnel.
- Oversees and conducts recruitments for and training of student workers; develops work schedules; reviews timesheets; monitors hours worked; provides work direction and confers with student workers to explain performance standards, policies, and procedures.
- Organizes and maintains accurate and detailed databases, files, and records, verifies accuracy of information, researches discrepancies, and records information; creates surveys and reports.
- Prepares and delivers presentations to student organizations, faculty, staff, and classes regarding DSPS programs, services, activities, and events.
- Performs a variety of administrative office support duties such as opening and securing offices; ordering and maintaining office and center supplies; and attending and participating in meetings, as needed.
- Responds to inquiries and requests for information and resources; interprets and applies regulations, policies, procedures, systems, rules, and precedents in response to inquiries and requests.
- Stays abreast of new trends and innovations in the field of DSPS programs, services, and/or assistive technologies and instructional design; monitors changes in laws, regulations, and technology that may affect college or District operations; implements policy and procedural changes as required.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures relevant to assigned area of responsibility.
- Principles, practices, policies, and procedures related to planning, coordinating, and implementing DSPS programs, services, activities, and events.
- Principles and practices of program and/or office coordination including implementation of the goals and objectives and oversight of performance, reporting, accountability, and regulatory compliance.
- Disabilities including physical, learning, psychological, and mental health conditions.
- Assistive technological tools and software used in tutorial, testing, and training centers, and/or computer and instructional laboratories.
- Principles and practices of data collection and report preparation.
- Record keeping principles and procedures.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Modern office practices, methods, and computer equipment and software relevant to work performed.
- Techniques for providing a high level of customer service by effectively dealing with the public, students, and District staff, including individuals of diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation.

Ability to:

- Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.

- Interpret, apply, explain, and ensure compliance with applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures relevant to assigned area of responsibility.
- Assist in the development of goals, objectives, policies, procedures, and work standards for assigned DSPS programs, services, testing and tutorial centers, multimedia training centers, and/or computer and instructional laboratories.
- Develop, implement, and coordinate assigned programs, services, and activities in an independent and cooperative manner, evaluate alternatives, make preliminary recommendations, and prepare reports.
- Understand different learning styles and potential learning and skills challenges facing community college students with disabilities.
- Research and identify assistive technological tools and software used in tutorial, testing, and training centers, and/or computer and instructional laboratories.
- Analyze, interpret, summarize, and present information and data in an effective manner.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Effectively use computer systems, software, and modern business equipment to perform a variety of work tasks.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to an Associate's degree from an accredited college with major coursework in computer science, adaptive technologies, education, or a related field and three (3) years of instructional experience in a computer laboratory or related academic setting, preferably working with individuals with learning disabilities.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment and assistive technologies. Positions in this classification bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

Salary Grade: C1-51

FLSA: Non-Exempt

EEO Code: H-

Board Approved: April 2021