



INSTRUCTIONAL ASSOCIATE, DISABILITY SUPPORT PROGRAMS AND SERVICES (DSPS)

DEFINITION

Under general supervision, provides instructional and tutorial support to students in the Disability Support Programs and Services; maintains and organizes student records; 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 journey-level class responsible for providing tutorial support to students in Disability Support Programs and Services. Positions perform the full range of duties assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

- Performs specialized duties to support tutorial services programs in a designated discipline.
- Conducts tutoring sessions and workshops to enhance student skills and knowledge in the areas of a designated discipline; helps students with exercises and assignments; prioritizes learning tasks during tutoring sessions.
- Assists students in developing effective study, time management, critical thinking, writing, notetaking, and related learning and practice skills.
- Assists students in conducting self-assessments of skills and performance levels; guides students in developing learning goals and steps to meet established goals.
- Assists in proctoring exams by following established guidelines; maintains integrity of tests and results.
- Uses and promotes the use of theory-based developmental learning strategies when assisting students and tutors.
- Instructs students and tutors in the use of computers and software used to deliver developmental level instruction.
- Collaborates with student advisors and other staff in the identification of possible student learning challenges and refers students to appropriate campus resources and programs.
- Prepares and maintains accurate records, files, and reports, verifies accuracy of information, researches discrepancies, and records information.
- Performs a variety of administrative office support duties such as making copies; organizing informational packets; cleaning and organizing tutorial and testing rooms; and attending and participating in meetings.
- Responds to inquiries and requests for information; interprets and applies regulations, policies, procedures, systems, rules, and precedents in response to inquiries and requests.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Methods, practices, and techniques of student learning and instruction.
- Academic strategies for working with students with different learning styles and potential learning and skills challenges.
- Applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures relevant to assigned area of responsibility.
- 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.
- Understand different learning styles and potential learning and skills challenges facing community college students.
- Explain principles, theories, and terminology related to assigned area of discipline.
- Research, learn, and teach learning strategies.
- Engage students in positive learning in a tutorial or other learning environments.
- 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.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- 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 graduation from an accredited four-year college or university with major coursework in education or a related field.

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. Positions in this classification frequently 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 10 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: C1-47

FLSA: Non-Exempt

EEO Code: H-50

Board Approved: April 2021