



STUDENT AFFAIRS SPECIALIST

DEFINITION

Under general supervision, plans, coordinates, and administers case management services for students, management, faculty, and Student Judicial Officers in addressing student affairs issues such as academic, health and wellness, psychological, economic, conduct, family relationships, and social adjustments through appropriate interventions, referrals, and follow-up services; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Dean of Student Development. Exercises direct supervision of staff.

CLASS CHARACTERISTICS

This is a journey-level classification responsible for serving as the first point of contact to address, respond to, direct, and triage student issues and challenges, often including emotional or psychological problems, concerns, trauma, or crisis requiring the ability to assess, deescalate, and refer, and to document, follow-up, track, and maintain records of student affairs issues. 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. Successful performance of the work requires thorough knowledge of the policies, procedures, eligibility requirements, and application processes of the assigned programs.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

- Serves as lead case manager and first point of contact for various student affairs issues such as academic, disciplinary, grievance, harassment, health and wellness, psychological, economic, conduct, family relationships, and social adjustments situations; prioritizes and organizes cases in accordance with Board policy and judicial timelines.
- Ensures compliance with established policies and procedures and legislative and regulatory requirements such as the Family Educational Rights and Privacy Act (FERPA) and Health Insurance Portability and Accountability Act (HIPPA).
- Coordinates the process, timeline, and adjudication of disciplinary cases; works with disciplinary officers in providing appropriate notifications to students regarding policies, procedures, violations, pre-hearings, hearings, and reporting agency recommendations and findings; coordinates appropriate interventions, referrals, and/or follow-up services.
- Researches and gathers case data; follows-up and conducts investigations in support of cases as needed; prepares reports according to established procedures and practices; provides reports and case data to appropriate parties as requested.
- Coordinates training and disseminates information on resources related to psychological, threat assessment, college judicial affairs, and related student affairs issues.
- Composes and edits a variety of documents, including correspondence, letters, memos, agendas, reports, and forms.
- Verifies and reviews forms and reports for completeness and conformance with established policies and procedures; applies policies and procedures in determining completeness of records and files.

- Organizes and maintains accurate and detailed databases, files, and records, verifies accuracy of information, researches discrepancies, and records information.
- Provides administrative support for assigned program by coordinating multiple calendars, scheduling meetings, and handling sensitive materials; assists with special research and projects; acts as a liaison between management staff and other staff or the public, coordinating resolutions to issues, problems, and complaints as appropriate.
- Responds to inquiries and requests for information; interprets and applies regulations, policies, procedures, rules, and precedents in response to inquiries and requests.
- Stays abreast of new trends and innovations in the field of student affairs; monitors changes in laws and regulations that may affect college or District operations; implements policy and procedural changes as required.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, practices, and service delivery needs related to the program area(s) to which assigned.
- Principles, practices, theories, and methods of case management in handling student discipline and student grievances.
- District, college, and state and federal standards, policies, and requirements governing student discipline and grievances.
- Educational, cultural, age-specific, and social needs of the community as they relate to the programs to which assigned.
- Applicable federal, state, local, and District policies, codes, regulations, technical processes, and procedures related to the program to which assigned.
- 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.
- Assess emergency, sensitive, challenging, or emotional situations, determine appropriate course of action using judgment, effectively apply de-escalation techniques, and provide immediate direction in accordance with established policies and procedures and legislative and regulatory requirements.
- 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.
- Analyze, interpret, summarize, and present data and findings in a clear, comprehensive, and effective manner.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Establish and maintain a variety of filing, record keeping, and tracking systems.

- 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 counseling, education, psychology, or a related field and two (2) years of experience in student affairs, student judicial affairs, student psychological services, or related area.

Licenses and Certifications:

- Ability to obtain Threat Assessment certification from the National Behavioral Intervention Team Association or similar organization.

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. This is primarily a sedentary office classification although standing and walking between work areas may be 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 occasionally bend, stoop, kneel, reach, 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 15 pounds. 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: C1-52

FLSA: Non-Exempt

EEO Code: H-30

Board Approved: April 2021