



## GENERAL COUNSELING SUPERVISOR

**SALARY GRADE:** C4-66

### DEFINITIONS:

Under the direction of the Dean of Counseling, Disability Support Programs & Services (DSPS), and Title IX Coordinator: The General Counseling Supervisor (GCS) will plan, coordinate, and implement counseling services and operational procedures to support General Counseling and all aspects of technology that falls within both General Counseling and DSPS Divisions. The GCS provide work direction and guidance to other program personnel; train and evaluate assigned personnel; and establish and monitor program budgets.

### EXAMPLE OF DUTIES AND RESPONSIBILITIES:

The following duties and responsibilities are typical but not limited to the following:

1. Provide overall direction and guidance to the day-to-day operation, problem-solving, decision-making, and implementation of policies and directives according to District, federal and state guidelines.
2. Supervise all technical specifications required for Counseling and DSPS.
3. Interview, select and hire employees; supervise, assign, direct and schedule work activities; explain how duties are to be carried out.
4. Evaluate the performance of assigned personnel; effectively communicate how the performance of duties will be measured; recommend promotions and rewards for service.
5. Approve monthly time and attendance records and approve requests for time off and additional time worked, including any overtime worked and compensatory time worked/taken.
6. Supervise and evaluate the performance of temporary staff, student workers, interview and select employees and recommend transfers, reassignment, termination and disciplinary actions; plan, coordinate and arrange for appropriate training for subordinates.
7. Address and resolve a wide variety of concerns and complaints; adjust grievances; recommend transfers and reassignments.
8. Address performance problems through corrective disciplinary action; suspend and/or terminate personnel according to established policies and procedures.
9. Plan, coordinate and arrange for appropriate training for assigned personnel; develop and initiate departmental activities, orientations and in-services to review policies and procedures of the program, the College and changes on State regulations.
10. Research, maintain, modify, and improve all technology within Counseling and DSPS divisions such as DegreeWorks, Clock Work, SARS scheduling system, and any potential new technology that would enhance services to students.
11. Develop, organize, and implement outreach activities to promote counseling programs and services; conduct presentations as necessary; develop workshop materials, promotional materials, and other program documentation.

12. Assist Counseling Division Chair with departmental activities, orientations, and in-services implementation.
13. Plan and coordinate in collaboration with Division Deans, the overall SARS scheduling and data components.
14. Research, maintain, modify, and improve technological delivery systems and methods and operations for the departmental database and program.
15. Keep current and research emerging trends in the field, including software available for students to enhance retention and success; make recommendations to Division Dean for purchase of software and equipment.
16. Formulate and implement program plans and goals for Counseling Division, establish priorities and develop services and operational procedures; assist with CAS Standards.
17. Coordinate and assemble reporting and accountability data for CAS Standards and administer the preparation of quarterly and annual State reports (i.e. MIS reporting) to determine categorical funding within the CNSL Division; provide regular reports to the Dean as requested.
18. Ensure program expenditures are within allocated budgets; monitor budgets; propose budget changes and participate in budget projection applications as necessary; prepare fund applications; prepare grant requests and serve as the primary contact for large programs or multi-programs.
19. Assist in the investigation and response to Title IX complaints; assist with Title IX prevention program.
20. Perform related duties as assigned.

## **EMPLOYMENT STANDARDS**

### **Knowledge of:**

1. Planning and coordinating the day-to-day activities and operations of assigned program.
2. Understanding of policies, objectives, and goals of assigned program.
3. Applicable laws, codes, regulations, policies, and procedures related to assigned program.
4. Budget monitoring and control.
5. Grant coordination and monitoring.
6. Oral and written communication skills.
7. Interpersonal skills using tact, patience and courtesy.
8. Principles of supervision, training and providing work direction to others.
9. Operation of a computer and assigned software.
10. Word processing, excel spreadsheets, graphics and desktop publishing.

### **Ability to:**

1. 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.
2. Formulate and implement program plans and goals for CNSL Division.
3. Coordinate program planning, establish priorities and develop services and operational procedures.
4. Hire, train, oversee, and evaluate personnel.
5. Communicate effectively both orally and in writing.
6. Establish and maintain cooperative and effective working relationships with others.

7. Maintain records and prepare reports.
8. Train and provide work direction to others.
9. Meet schedules and time lines.
10. Apply and explain policies, procedures, rules and regulations.

**Education and Experience:**

Any combination equivalent to:

1. Any combination equivalent to a bachelor's degree in special education or related field AND five (5) years in program coordination, outreach and recruitment.

**WORKING CONDITIONS:**

**Environment:**

1. Office environment.
2. Constant interruptions.

**Physical Abilities:**

1. Hearing and speaking to exchange information in person and on the telephone.
2. Dexterity of hands and fingers to operate a computer keyboard.
3. Vision to read various materials.
4. Standing for extended periods of time.
5. Bending at the waist, kneeling or crouching.
6. Lifting, carrying, pushing or pulling objects up to 20 lbs.

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