

## COLLEGE OF CENTRAL FLORIDA

### JOB DESCRIPTION

JOB TITLE: DIRECTOR - STUDENT SUCCESS AND EDUCATIONAL OUTREACH PROGRAMS

PAY GRADE: P-4

OVERTIME STATUS: EXEMPT

#### MAJOR RESPONSIBILITY:

Assist the Dean of Student Services with the coordination, planning, implementation, monitoring, and evaluation of retention and college success programs, student conduct services, the Early Alert Program, and the Student Assistance Program. Serve as the operation director of the grant-funded Education Opportunity Center (EOC), and assume a leadership role in designing, implementing and evaluating special initiatives and student success services for underrepresented populations and increasing the retention of college-credit students, especially those from academically at-risk populations, as well as those experiencing personal and/or financial challenges. Participate with the Special Admissions Team in reviewing and evaluating the admission of students with serious criminal histories. Participate with the Threat Assessment Team in the absence of the dean.

At the College of Central Florida, our vision is to be "Your first choice for quality higher education." We aim to accomplish this by providing a caring and exceptional learning environment that fosters the success of our students and community. Candidates considering becoming part of the CF family must be able to embrace and model this philosophy in their day-to-day responsibilities and demonstrate our standards: professional, responsive, informative, dependable and engaged.

#### PREREQUISITES FOR POSITION (Qualification Standards):

1. Education or Training: Master's degree in counseling, counseling psychology, higher education, school guidance, educational leadership or a related student development field is required. Doctorate preferred in one of these areas.
2. Years of experience in field: Three years' experience in counseling, advising, or a related student development field is required; college or higher education experience in a commuter institution is preferred.
3. Special skills or abilities related to position: Well developed interpersonal, communication, leadership, computer and organizational skills. Demonstrated ability to develop, implement and coordinate support services and special projects. Demonstrated ability to design and implement student support programs, activities and services. Demonstrated ability to incorporate technology into the design and delivery of programs and services that support student retention and student

Special skills or abilities related to position (Continued):

success. Ability to advise and to provide guidance to students in crisis and students with conduct issues. Demonstrated ability to solve student problems, and to apply theory and research, work collaboratively with individuals at all levels of the college community and create programs that support academically at-risk students. Ability to use technologies to promote and support student access and success. Ability to plan, direct and evaluate programs. Ability to establish positive working relationships with various departments within the college, and with professionals at local public schools and various community agencies in the tri-county region. Demonstrate high level of communication skills that support a collaborative learning environment, as well as proficiency in verbal and written communications with external and internal groups. Experience in monitoring and evaluating the effectiveness of programs and services. Ability to generate data and reports related to retention and student success. The ability to conduct research, to evaluate and analyze empirical data, and to effectively communicate findings to staff and faculty. Ability to supervise the grant-funded Educational Opportunity Center (EOC) programs and assigned staff.

ESSENTIAL JOB FUNCTIONS:

1. Coordinate the planning, design, implementation and evaluation of retention and student success programs and services.
2. Supervise and manage the operations and staff of the EOC program; conduct periodic and annual program monitoring and evaluations while maintaining full compliance with all state and federal guidelines; and assist in the disbursement of funds according to grant terms and conditions.
3. Provide professional support and guidance to students with personal, social, behavioral, and/or academic concerns that impair learning and college success, or pose a threat to the learning environment or the safety of the college community.
4. Coordinate with the IE and IT offices to compile, monitor and accurately report the vital statistics necessary for program assessment.
5. Prepare goals, expected outcomes, and reports related to improving retention and student success.
6. Coordinate the activities of the Early Alert Program interns and volunteers; and promote the program services to college staff and faculty through a variety of media sources, as well as classroom and group presentations.
7. Assist the Dean, Student Services with student conduct and discipline; with at risk students needing special assistance and resources; and with student learning outcomes for the division of Student Affairs.
8. Assist and coordinate services with the Academic foundations program.

## ESSENTIAL PHYSICAL SKILLS

9. Attend Special Admissions Committee and Threat Assessment Team meetings, as needed, to evaluate special student admissions and suspensions.
10. Assist in developing and implementing a variety of educational and informational workshops for faculty and staff on the Early Alert Program, Student Assistance Program, classroom discipline and handling disruptive behavior, identifying distressed students, and the CF code of student conduct.
11. Supervise EOC staff in the tri-county district as well as other assigned staff.

## PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Acceptable eyesight (with or without correction).
- Acceptable hearing (with or without hearing aid).
- Ability to clearly communicate both orally and in writing on a telephone and on a computer for extended periods of time.
- Routinely requires sitting at a desk and viewing a display screen for extended periods of time.
- Ability to access, input, and retrieve information from a computer or other electronic device.
- Routinely requires moderate (up to 40 pounds) lifting and carrying.
- Routinely requires walking, standing, sitting, kneeling, stooping, reaching up, twisting and bending.

## ENVIRONMENTAL CONDITIONS

- Works in an office environment.

(Reasonable accommodations will be made for otherwise qualified individuals with a disability.)

PRIMARY LOCATION OF JOB: Ocala Campus

SUPERVISOR OF POSITION: Dean of Student Services