

Position: Counseling Assistant III	Position Number:
Department: Counseling Services	FLSA: Non-Exempt
Reports to: Director, Student Development	Salary Grade: 118

### **Summary**

Under the direction of the Director, Student Development, serves as the primary backup and support for an academic counselor. Coordinates the work of other Counseling Assistants and part-time student staff to enhance the academic success of a caseload of students. Using a case management approach for students with special needs provides academic and related advising to students including orientation, monitoring progress, and developing intervention strategies to enhance student retention. May work in other campus locations, take field trips with students, or perform outreach activities in the community and at local schools.

### **Essential Duties and Responsibilities**

- Provides back-up to and support for the caseload counselor in the area of academic advising and the provision of student support services.
- Advises students regarding campus services, programs and people. Makes referrals to services the student may require, both on and off campus.
- Assists the caseload counselor with all advising functions (except unilateral creation of student educational plans and personal counseling). Works with the counselor to assist students in identifying programs and activities that “round out” their classroom experiences (e.g. internships, employment opportunities, clubs, community involvements, instructional support services).
- At the direction of the counselor, provides walk-in advising services for students in his/her caseload.
- Develops support programs and activities designed to facilitate the achievement of students’ educational goal(s). Special emphasis will be give to providing programs and activities designed to fulfill the obligations the institution has to assist students who qualify for categorical programs.
- Works with the counselor and the Student Assistance Center (SAC) and Enrollment Services staff members to make certain that students’ transcripts are available for the counselor’s review prior to each student’s counseling appointment.
- Ensures responsiveness and sensitivity to the needs of students from different cultures and backgrounds, provides training and information to the caseload team.
- Plans services and activities designed to support student advising needs.

## **Qualifications**

### **Knowledge and Skills**

Knowledge of:

- The role of transcript evaluation in creating meaningful educational plans for incoming transfer students.
- A caseload approach as used to provide counseling and advising services in a community college setting.
- Theory and practices related to student learning, retention, development and success.
- Theory and practice related to working with students of diverse backgrounds, ethnicities, and levels of academic preparation.
- Student support services such as financial aid, EOPS, counseling/advising, disabled student programs, transfer, career development/employment, testing, and tutoring.
- California Community College matriculation processes and requirements.
- The importance of college course articulation and the role it plays in the academic advisement of students.
- The California Master Plan for Higher Education, including an understanding of the unique role of the community college as defined in that plan.
- The process that students must go through in order to be ready to transfer from a community college to a four-year institution.
- Different learning styles and the implications of these styles when attempting to convey counseling and advising information to students.
- Basic career assessment, development, and employment processes and resources.

### **Abilities**

Ability to:

- Operate a computer and use basic computer programs (such as WORD and EXCEL).
- Learn and operate an interactive student database management system.
- Communicate well, both verbally and in writing; develop publications and brochures; design and present information to student and community groups.
- Effectively advise students who have different learning styles and differing levels of academic achievement.
- Work with a culturally and economically diverse student body, as well as with students with disabilities.
- Assist faculty, staff and students with understanding college policies, procedures, and processes.
- Use sound judgment and be fair and consistent in the application of college policies and procedures in the advising process.
- Establish and maintain cooperative, effective working relationships with other departments and service providers (both on and off campus) to assist students in solving academic and related problems.
- Work with college counselors to analyze student needs and make determinations as to the appropriate course(s) of action.
- Take the lead in support program development for the advising cohort, working in concert with the team leader/counselor.
- Learn, understand, and be able to explain the meaning of assessment scores; be able to articulate and apply the concept of “multiple measures” in placing students in appropriate level coursework.

- Work as a member of a team.
- Assist with research projects as requested; apply research results to program planning and advisement services, as appropriate.
- Design and make presentations to groups of students and community members.

**Physical Abilities**

Requires ambulatory skills to retrieve work materials and files; to stand or sit at a counter for extended periods of time. Requires sufficient arm, hand, finger dexterity in order to operate keyboard, typewriter and other office equipment. Requires visual acuity to read words and numbers. Requires auditory ability to carry on conversations with individuals and small groups in person and over the phone.

**Education and Experience**

BA in education or psychology, sociology, or related field; at least two years experience working with college students in an educational setting. Background in support program development, academic advising, tutoring or testing helpful, but not required.

**Licenses and Certificates**

Valid California Driver's License