

## **DEAN, DISABLED STUDENT PROGRAMS & SERVICES**

### **DEFINITION**

Under administrative direction, plans, organizes, manages, and provides administrative direction and oversight for all functions and activities of the Disabled Student Programs & Services Department to provide services to accommodate the educational needs of college students with physical, communicative, and learning disabilities; directs and administers comprehensive programs and activities of the District, including specialized curriculum development, hiring and evaluation of faculty, and scheduling of classes; coordinates assigned activities with other District divisions and departments, officials, outside agencies, and the public; fosters cooperative working relationships among District departments and with intergovernmental and regulatory agencies and various public and private groups; provides highly responsible and complex professional assistance to the Vice President, Student Services in areas of expertise.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the Vice President, Student Services. The work provides for a wide variety of independent decision-making, within legal and general policy and regulatory guidelines. Exercises general direction and supervision over professional, technical, and administrative support staff through subordinate levels of management and supervision.

### **CLASS CHARACTERISTICS**

This is a Dean classification that oversees, directs, and participates in all activities of the Disabled Student Programs & Services Department, including short- and long-term planning and development and administration of departmental policies, procedures, and services. This class provides assistance to the Vice President, Student Services in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy and the functions and activities of an institution of higher education, including the role of an elected Board of Trustees, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the department with those of other divisions and departments and outside agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and for furthering District goals and objectives within general policy guidelines.

### **EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)**

- Assumes full management responsibility for all Disabled Student Programs & Services Department programs, services, and activities, including providing leadership in the educational planning efforts of the department, acquiring and maintaining necessary learning and teaching resources, collaborating with department faculty in the preparation of class schedules and development of teaching assignments, and ensuring that all District activities in relation to students with disabilities are performed in compliance with applicable State, Federal, local, and District laws, regulations, codes, standards, policies, and procedures.
- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the department; establishes, within District policy, appropriate budget, service, and staffing levels.
- Oversees and is responsible for department-wide planning and program development in accordance with missions, goals, and objectives of the District and department; oversees administration and monitoring of assigned department programs and services to ensure compliance with established

standards and requirements; develops, analyzes, and implements programs and services to meet student needs; oversees development and implementation of new programs, services, and activities.

- Oversees the coordination of communications, personnel, resources, schedules, and information to meet the needs of the Disabled Student Programs & Services Department and enhance the effectiveness of assigned programs and services.
- Manages and participates in the development and administration of the department's annual budget; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.
- Selects, trains, motivates, and directs department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.
- Oversees the overall quality of the department's service by developing, reviewing, and implementing policies and procedures to meet legal requirements and District needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
- Monitors and evaluates District operations and activities for capacity to accommodate the needs of disabled students; develops and implements policies and procedures to facilitate and enhance District compliance concerning equal access to instruction and college services for individuals with disabilities.
- Directs and participates in the review, monitoring, and analysis of individual student needs; coordinates and directs the response to student needs by arranging for special services, providing assistive technology and equipment, and ensuring instructional facilities, materials, and activities meet student needs.
- Coordinates the development and implementation of disabled student instruction program, computer labs, instruction services, plans, and processes to ensure compliance with established curriculum standards and requirements; directs and participates in the analysis, implementation, and enhancement of curriculum standards; monitors scheduled course offerings, analyzes enrollment patterns, and works collaboratively with other instructional programs.
- Coordinates, directs, and participates in advising and consultation services to provide disabled students with assistance and information concerning department services, educational accommodations, and classes for disabled students; responds to inquiries and provides technical information concerning related standards, requirements, practices, laws, codes, regulations, policies, and procedures.
- Directs and participates in registration activities for accommodation services; supervises the distribution, receipt, and processing of related forms and applications; ensures proper determination of student eligibility; develops, implements, and conducts orientations for new students utilizing department services; follows up on student accommodations to ensure proper implementation.
- Coordinates, develops, and implements training activities for staff and faculty concerning services, equipment, and materials necessary to accommodate the educational needs of disabled students; prepares and delivers oral presentations; composes and distributes training and informational materials.
- Provides consultation and technical expertise to administrators, faculty, staff, students, outside agencies, and others concerning department operations and activities; provides detailed and technical information concerning department programs, services, curriculum, and courses.
- Coordinates department programs, services, and communications between administrators faculty, staff, other divisions and departments, outside agencies, governmental agencies, students, and the public; establishes and maintains partnerships in support of department activities.
- Represents the department to other District divisions and departments, elected officials, and outside agencies; explains and interprets departmental programs, policies, and activities; negotiates and resolves significant and controversial issues.

- Conducts a variety of departmental organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.
- Participates in and makes presentations to the Board of Trustees and a variety of committees, boards, and commissions.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of disabled student programs and services, and other academic fields as they relate to the area of assignment.
- Maintains and directs the maintenance of working and official departmental files.
- Monitors and ensures compliance with changes in laws, regulations, and technology pertaining to individuals with disabilities that may affect District or departmental operations; develops and implements policy and procedural changes as required.
- Prepares, reviews, and presents staff, statistical, and regulatory reports, various management and informational updates, and reports on special projects as assigned by the Vice President, Student Services.
- Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
- Provides a working and learning environment that is free from prohibited discrimination, harassment and retaliation (DHR), and provided by applicable law and District policies. Attends District mandated DHR training and participates in DHR investigations as directed. Prevents discrimination and harassment and retaliation against individuals who bring these complaints forward through recognizing and reporting possible incidents to the Director of Equal Employment Opportunity Programs in Human Resources.
- Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation.
- Public agency budget development, contract administration, District-wide administrative practices, and general principles of risk management related to the functions of the assigned area.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs; principles and practices of public agency administration.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Planning, organization, and direction of disabled student program and service operations and activities involved in providing services to accommodate the educational needs of college students with physical, communicative, and learning disabilities.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Technical, legal, financial, and public relations problems associated with the management of disabled student programs.
- Methods and techniques for the development of presentations, contract negotiations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
- Principles and procedures of record-keeping, technical report writing, and preparation of correspondence and presentations.
- Modern office practices, methods, and computer equipment and applications related to the work.

- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, disabilities, various socio-economic and ethnic groups.

**Skills & Abilities to:**

- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
- Provide administrative and professional leadership and direction for the department and the District.
- Prepare and administer large and complex budgets; allocate limited resources in a cost effective manner.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical personnel; delegate authority and responsibility.
- Select, train, motivate, and evaluate the work of staff and train staff in work procedures.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer a variety of disabled student programs and administrative activities.
- Conduct effective negotiations and effectively represent the District and the department in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Understand scope of authority in making independent decisions.
- Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
- 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 that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to a Master's degree from a regionally accredited college or university with major coursework in counseling, rehabilitation, or a related field and seven (7) years of management and/or administrative educational experience working with disabled students and related programs and accommodation services.

**Licenses and Certifications:**

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

### **PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, 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 weighing up to 20 pounds.

### **ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.