



# COLUMBIA GORGE

## COMMUNITY COLLEGE

### Job Description

**Position Title:** Student Support Services Coordinator  
**Department:** Student Services  
**Employee Classification:** Professional  
**Status:** Full-Time, 1.0 FTE  
**Reports To:** Director of Advising and Career Services  
**Date Written:** January 24, 2017  
**Revision Date(s):** January 2017

### General Narrative Description of Position

The Student Support Services Coordinator shall be responsible to the Director of Advising and Career Services for providing services that facilitate access to available educational programs, and support students' personal and academic success in those programs, on the Hood River and The Dalles campuses. These services include:

- Disability Resources
  - Review documentation, identify and arrange appropriate accommodations and provide follow-up activities
  - Provide technical and professional support needed by CGCC faculty and staff in order to deliver appropriate educational services to students with disabilities
  
- Mental Health Counseling and Psychoeducational Services
  - Provide general counseling services; develop and coordinate programs and services related to mental health, student support and wellness. Meets directly with students to identify counseling goals and create/implement plans to reach those goals in support of educational pursuits
  - Work to provide preventive and assistive psychoeducation, workshops, events, groups or other additional valued services to aid student success and retention
  - Work collaboratively with the Director of Advising in the development of the behavioral intervention team and participates on committees related to threat management and college compliance initiatives.
  
- Career Counseling Services
  - Meet with students to identify and explore career interests and/or fields that can inform academic goals/degree decisions

## **ESSENTIAL JOB FUNCTIONS: DISABILITY RESOURCES**

1. Develop and update the College's plan of service for students with disabilities which complies with state and federal guidelines and requirements. Research and recommend policies and practices as needed.
2. Facilitate the admissions, assessment, advising, orientation, and registration processes for students with disabilities. Provide ongoing advising services to students with disabilities.
3. Request, review and interpret/analyze student records and diagnostic information, evaluate student eligibility, and make advising, instructional, and environmental recommendations.
4. Assist students in selecting appropriate coursework based on their assessment scores, skill levels and career and academic goals.
5. Assist students in developing an educational plan showing academic requirements for them to meet their goals.
6. Serves as the Section 504 and Title II Coordinator.
7. Plan and/or provide appropriate accommodations for equal access.
8. Process related paperwork and maintain confidential student files containing disability documentation.
9. Research, recommend and procure needed and appropriate adaptive technologies.
10. Develop and update College's website and other informational materials related to disabilities services.
11. Serve as a resource and consultant to faculty, staff and community partners in the area of disability issues.
12. Assist GED students in applying for state testing accommodations and other classroom accommodations and learning strategies.
13. Perform other duties as assigned.

## **ESSENTIAL JOB FUNCTIONS: MENTAL HEALTH AND CAREER COUNSELING**

1. Provide intakes and assessments, for both mental health and career services.
2. Provide individual and/or group counseling sessions.
3. Serve as consultant and liaison with referral sources and treatment providers.
4. Complete written assessments and impressions, plans, progress notes, consultation summaries and other documentation as required. Contribute to development of treatment plan.
5. Provide crisis intervention services as needed including referral and follow up.
6. Participate in community mental health awareness and community outreach programs.
7. Provide referral, follow up and outreach services as needed.
8. Act as Title IX Investigator and attend investigator training opportunities as needed to maintain required levels of compliance and effectiveness.
9. Consult with the Behavioral Intervention Team regarding student behavioral concerns and assisting students in distress.

10. Serves on CGCC committees as assigned and participate in multi-disciplinary staff meetings as needed.
11. Assist with planning and implementing trainings, workshops and events related to campus mental health and wellness.
12. Maintain confidential records for all students seeking short-term personal or crisis counseling.
13. Carry out college policies and procedures; adhere to professional code of ethics outlined by the American Counseling Association.
14. Attend and provide relevant training as assigned.
15. Perform other duties as assigned.

### **MARGINAL JOB FUNCTIONS**

1. Represent the College as requested at local and state meetings regarding Mental Health and Disabilities and Special Education.
2. Communicate with agencies, schools and employers, facilitating the transition of students with disabilities who are entering or leaving the College.
3. Coordinate accommodations for public attending College events and activities.

### **SUPERVISES THE FOLLOWING STAFF**

None

### **REQUIRED EDUCATION, EXPERIENCE, AND QUALIFICATIONS:**

- Master's Degree in Counseling, Psychology, Social Work or related field.
- Licensure as LCSW, LPC or LMFT, or license-eligible upon hire and two years' experience as a Counselor/Mental Health Specialist/Provider.
- Ability to maintain professional boundaries with clients, the community and other staff members.
- Work collaboratively with clients, Director of Advising, colleagues, and to treat everyone with respect and dignity at all times

### **PREFERRED QUALIFICATIONS:**

- Experience working with students with disabilities
- Instructional and advising experience
- Experience in a community college setting

### **REQUIRED KNOWLEDGE, SKILLS, AND PERSONAL QUALIFICATIONS**

- Understanding and use of current practices used in serving students with disabilities.
- Knowledgeable on current adaptive technology and resources.

*Columbia Gorge Community College is an equal opportunity educator and employer.*

- Understanding and use of current practices used in servicing students with mental health related needs and concerns.
- Understanding and use of current practices related to career exploration and identification and application in higher education setting.
- Ability to work cooperatively as member of a team and in a professional manner.
- Ability to organize activities and coordinate groups of people.
- Ability to relate to a diverse student population.
- Ability to communicate effectively (writing, listening, speaking).
- Ability to work independently and follow-through on assigned tasks.
- Ability to problem-solve, make decisions, manage conflict.
- Ability to use a PC in an office setting.
- Desire to meet and work with students.

## **WORKING CONDITIONS**

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.

**Work Position:** Office Setting

**Schedule:** Monday-Friday, 40 hours per week, schedule to be arranged upon hire. Occasional nights and weekends. Hood River Campus at least once per week.

**Travel:**  
Hood River Campus at least once per week. Occasional travel outside of the Gorge.

**Physical Demands:**  
While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is frequently required to walk; use hands to finger, handle, or operate computers, objects, tools, or controls; and reach with hands and arms. The employee is also occasionally required to lift and carry materials up to 15 pounds in weight.

**PRESENTED BY:** \_\_\_\_\_  
**Eric Studebaker, Chief Student**  
**Services Officer    DATE**

**REVIEWED BY:** \_\_\_\_\_  
**Courtney Judah, Human Resources Coordinator    DATE**

APPROVED BY: \_\_\_\_\_  
\_\_\_\_\_ DATE **Dr. Frank Toda, President**

*It is the policy of Columbia Gorge Community College and its Board of Education that there will be no discrimination or harassment on the grounds of race, color, sex, marital status, national origin, religion, age, disability, veteran status, sexual orientation, and any other status protected by applicable local, state, or federal law in any educational programs, activities, or employment.*

*Persons having questions about equal opportunity and nondiscrimination should contact the following persons:*

*For Employment*

*Human Resources*

*Office: Rm. 2.422*

*Phone: 541-506-6151*

*For Educational Programs*

*Dr. Eric Studebaker, Chief Academic & Student Affairs Officer*

*Office: Rm. 2.103*

*Phone: 541-506-6031*

*For Student Programs, Activities, and Services*

*Mike Taphouse, Director of Advising and Career Services*

*Office: Rm. 3.224*

*Phone: 541-506-6026*

***To Request Accommodations and Contact for Special Needs***

*Reasonable accommodations and auxiliary aides and services are available upon request to otherwise qualified individuals with disabilities. Please contact CGCC's Students with Disabilities Advisor Shayna Dahl at (541)506-6046 or the Event Coordinator in a timely manner. Relay 711*