A. Position Data

Incumbent: Vacant

EmplID: 

Date: ____________

Working Title: Dream Center Coordinator

Work Direction Given By: Director, EOSP (Lead)

Department: Dream Center (DRMC)

Reports To Title: Director, EOSP (Appropriate Administrator)

Division: Student Affairs

College (if applicable): 

Reason: 

☐ Vacant Position  ☑ Classification Review / In Range Progression ☐ Revision  ☐ Performance Evaluation  ☐ New Hire

Must accompany appropriate forms. Refer to Classification & Compensation web site for more information.

Classification Title: Student Services Professional III

Job Code: 3084

Position Number: 00006497

Level/Range/Grade: 1

FLSA Code: ☑ Exempt  ☐ Non-Exempt

Time Base: 1.00  ☐ Check box if Intermittent

Pay Plan: ☑ 12/12 month  ☐ 10/12 month  ☐ 11/12 month

CBU/MOU: R04-Academic Support APC

B. POSITION PURPOSE

Under the general direction of the Director, the Coordinator performs moderately complex professional student service work and is responsible for the oversight, planning, coordination, implementation, and evaluation of services, programs, events, and activities to engage and promote the success of undocumented students and students from mixed-status immigrant families at CSU, Chico. Dream Center Coordinator is the expert for our undocumented student population—incentive has decision-making authority. The incumbent will be relied upon to provide insight, leadership, direction, and coordination to areas of responsibility. The incumbent uses sound professional judgment and advanced analytical and interpersonal skills in dealing with complex, sensitive information and situations to effectively serve students, and recommend best practices and solutions to sensitive situations, critical issues, and opportunities. This position requires significant administrative planning to develop creative solutions that integrate approaches across division and organizational lines. Incumbent is also responsible for recognizing specific program needs and for collaborating with student affairs and academic departments to improve and develop approaches for implementation for student engagement and success.

Established in 2017, The Chico State Dream Center serves as a student success and resource center for the hundreds of undocumented students currently enrolled, as well as, other students from mixed-status immigrant families. We advocate for, and facilitate, equitable access to educational opportunities; and support student success and well-being in a welcoming, safe, and supportive environment.

SPECIAL REQUIREMENTS/DESIGNATIONS OF THE POSITION:

California State University, Chico, in accordance with CSU policy, requires that the successful candidate complete a background check (including a criminal records check, sexual offender registry check, and/or fingerprinting) prior to assuming this position. Failure to satisfactorily complete or pass the background check may impact the job offer or continued employment of current CSU employees who apply for posted positions identified as sensitive. This position is considered a sensitive position based on CSU guidelines. Incumbent is responsible for the safety and security of Level 1 data, sometimes also referred to as Level 1 protected data. This is confidential information that is in most cases protected by statutes, regulations, or other legal mandates.

The person holding this position is considered a “General Mandated Reporter” under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 (revised July 21, 2017) as a condition of employment.

Throughout employment in this position incumbent must maintain a valid California Driver’s License as well as continued completion and compliance of the CSU Defensive Driver’s Training course.
C. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

"NOTE: This Position Description is intended to give an overview of the essential job functions, the general supplemental functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties and responsibilities of this positions. Other functions consistent with your Classification Standards may be assigned as deemed necessary."

Does this position include Work Lead Responsibilities? No

<table>
<thead>
<tr>
<th>List Functional Category with Responsibilities</th>
<th>% of Time</th>
<th>Priority Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>PROGRAM COORDINATION:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>* Assist in the visionary leadership and strategic direction for the Dream Center</td>
<td></td>
<td></td>
</tr>
<tr>
<td>* Assist in the administrative operation of the Dream Center.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>* Design, facilitate, implement and evaluate services, programs, events and activities that:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>** Coordinate New Student Orientation specifically for undocumented students, tailored to provide information</td>
<td>20%</td>
<td></td>
</tr>
<tr>
<td>relevant and critical to academic success (housing information, campus services, etc.).</td>
<td></td>
<td></td>
</tr>
<tr>
<td>* Promote the academic success, retention and completion of undocumented students (i.e. skills set</td>
<td></td>
<td></td>
</tr>
<tr>
<td>and career development, mentoring, financial aid, basic needs, etc.).</td>
<td></td>
<td></td>
</tr>
<tr>
<td>** Coordinate events that celebrate immigrant students’ presence in and contributions to the campus</td>
<td></td>
<td></td>
</tr>
<tr>
<td>community, their intersectional identities, and success and completion (Undocu-Grad Celebration, Undocuweek).</td>
<td></td>
<td></td>
</tr>
<tr>
<td>** Establish and provide ongoing Undocu-Ally educational training to the campus community</td>
<td></td>
<td></td>
</tr>
<tr>
<td>regarding best practices and culturally relevant support for needs of undocumented and mixed-status students.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>** Maintain relationships with partner programs, including Basic Needs Project, Housing, Academic</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Advising, ARC, Financial Aid, Counseling and Wellness Center to support smooth transition to the University for</td>
<td></td>
<td></td>
</tr>
<tr>
<td>new undocumented students and their families.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>** Maintain accurate, organized and confidential participation records and data for all services, programs,</td>
<td></td>
<td></td>
</tr>
<tr>
<td>activities, and events.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>** Coordinate monthly events with designated immigration legal services provider and campus fellow.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>** Prepare grant-funded proposals and monitor outcomes for grant awards (i.e., Peer Support programs, textbook</td>
<td></td>
<td></td>
</tr>
<tr>
<td>grants, emergency stipends, etc.).</td>
<td></td>
<td></td>
</tr>
<tr>
<td>** Collaborate with College Corps members to recruit AB 540 eligible students.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>** Acts as Chair of the campus-wide Dream Student Support Team Committee.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>* Oversees the day-to-day operations of the Center.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Establishes short and long term goals and prioritizes accordingly.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>* Implements program guidelines and makes changes in program scope and direction when necessary.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>* Consult and recommend changes for program to the Director.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>* Oversee donation accounts that eligibility for is established by coordinator.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>* Develop and revise service through a partnership with emerging cultural affinity centers.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>* Integrates campus and community partnerships to provide resources to student users.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

STUDENT DEVELOPMENT AND ADVISEMENT:

* Individual and group counseling to undocumented students with a wide variety of academic, personal, financial aid, employment, career, and life-after-college concerns (CA Dream Act Application, Dream Loan, Internship Opportunities, etc).
* Provide general advisement on university policies, practices, and opportunities.
* Maintain student academic files and records.
* Assist students in establishing educational goals and monitor progress utilizing Peoplesoft to identify potential challenges to help students resolve conflicts.
* Provides support to students facing highly sensitive equity, crisis, and individualized issues as they relate to the undocumented community and refer to on campus services, as appropriate.
* Design and implement programs for students to develop financial literacy, career readiness, communication, and networking skills.
* Advise students on viable scholarship, internship, and fellowship opportunities.
* Coordinate events and opportunities for students to expand awareness of, and enhance preparation, for graduate school and professional career opportunities.
* Provide broad advisement on potential eligibility (or ineligibility) for public social and community services.
* Serve as a resource to inform students about state and federal policies, laws and proposals that affect immigrant students (i.e., driver's license, REAL ID, AB 540, DACA, advance parole, public
List Functional Category with Responsibilities:

- Make referrals to appropriate campus support services, immigration legal service providers, and public social service agencies, as warranted.
- Provide general advisement on College Corps application process, program, and eligibility for AB540 students (Dream Service Incentive Grant eligibility).
- Provide support and advocacy to students experiencing crisis and connect them with appropriate on and off campus resources, including overseeing undocumented student scholarship(s) and emergency funds.
- Consult, collaborate, and engage with campus departments, student organizations and community-based entities to develop solutions to student issues/problems ranging in complexity.
- Assess undocumented student needs and develop and implement appropriate programs and services; evaluate program and services annually.

STUDENT & VOLUNTEER SUPERVISION:

- Recruit, hire, mentor, train, supervise and evaluate the Dream Center student office receptionists and student interns.
- Develop, implement and maintain a training curriculum for student staff in alignment with the Dream Center’s mission and objectives, campus guidelines, and University strategic priorities.
- Monitor performance; generating performance evaluations and administering disciplinary action as needed.
- Train, mentor and supervise any volunteers and designated interns facilitated through campus partnerships (i.e., graduate researchers, academic department interns, etc.).
- Develop curriculum and facilitate educational trainings on topics related to supporting undocumented students; train student assistants to facilitate trainings for administrators, faculty, staff and students;
- Meet regularly with student team and decides on projects/programming/trainings, etc.

OPERATIONS:

- Serve as the primary point of contact for the Dream Center.
- Oversee the daily operations of the Dream Center and assume a shared role in creating a physical space, which fosters safe, inclusive, and affirming social and educational interactions for undocumented students utilizing the center.
- Oversee the daily operation, planning and coordination of the DREAM Center including customer service, programs, services, marketing, volunteer and intern programs, facility maintenance, and technological support.
- Maintain accurate, organized and confidential participation records and data for all services, programs, events and activities.
- Oversee the Dream Center’s physical resources (equipment, textbook library, supplies, etc.).
- Keep current on best practices, research and policies (federal, state, and educational) related to undocumented, historically underrepresented, and underserved students in higher education.
- Keep the Director informed about services and activities, progress toward goals, successes and challenges, and emerging best practices and needs.
- In consultation with the Early Outreach and Support Programs (EOSP) Director responsible to monitor and oversee grant expenditures and award stipends as appropriate.

COMMUNICATION:

- Disseminates information to the Dream Student Support Team (comprised of faculty and staff—serves as an advisory board), the campus community (when appropriate) and to the student staff (as appropriate).
- Design and implement professional and engaging presentations to diverse audiences in both small and large group settings.
- Produce and distribute a monthly e-newsletter for students, campus stakeholders, and alumni.
- Monitor and respond to department email communications in a professional and timely fashion.
- Maintain the Dream Center website and update with upcoming events, trainings, federal and state policy updates.
- Oversee social media communication and engagement strategies.
- Implement timely campus announcements about activities, policy updates, and opportunities.
- Serve as a spokesperson to the media within the area of expertise.
List Functional Category with Responsibilities:

OUTREACH/LIAISON:
* Facilitate, implement and evaluate services and activities that assist prospective undocumented students and their families in learning about resources and opportunities for accessible and affordable university enrollment (i.e. admissions, CA Non-Resident Tuition Exemption Request/AB 540, financial aid opportunities, CA Dream Act, scholarships, etc.).
* Represent the Dream Center at campus outreach and orientations event (Chico Preview Day, Choose Chico, New Student Orientation, etc.).
* Serve as the liaison to campus offices, programs, and student organizations; high school and community college personnel; and community partners.
** Actively collaborate and serve as an Advisor to the Leaders Educating for the Advancement of Dreamers (LEAD) student organization.
** Serve as the liaison to the designated contact at the CSU Chancellor’s Office and intersegmental work groups (statewide and regional) involving other institutions’ undocumented student support services or center.
* Serve as the liaison to the assigned immigration legal services provider (CHIRLA).
** Primary contact on campus for staff, faculty, administrators, and community members regarding undocumented and mixed status student support.

EVALUATION
* Recommend, design, implement and monitor methods that evaluate services, programs, events and activities with qualitative and quantitative data.
* Assist with the Dream Center’s reporting requirements and data research interest.

OTHER DUTIES
* Perform other duties, as assigned, to ensure the success of the Dream Center.
** Participate in weekly EOSP staff meetings and provide unit updates.
** Participate on committees as needed or requested by supervisor.

Total should equal 100% Time and 100 Weight

D. GENERAL GUIDELINES AND EXPECTATIONS
1. Represents the University promoting a positive public image.
2. Acknowledges, respects, and values each individual.
3. Applies the highest standard of excellence to the delivery of service to our customers and community.
4. Demonstrates an open, participatory, team-oriented style; working cooperatively toward the achievement of your department’s mission and goals; and demonstrating flexibility and adaptability regarding changes.
5. Keeps commitments. Notifies supervisor if a deadline cannot be met by describing what measures can be taken to correct the situations.
6. Maintains knowledge and skills at a level necessary to perform work.
7. Adheres to established work hours including starting time, and lunch and rest breaks. Provides appropriate planning and notice for all absences.
8. Is fiscally responsible with the organization’s equipment, property and funds.
9. Adheres to the highest level of professionalism by demonstrating honesty, integrity and reliability. Encourages others to act in this professional manner.
10. Demonstrates the ability to effectively establish and maintain cooperative working relationships with a diverse multicultural environment.

Additional Guidelines and Expectations
Replace this text with any additional guidelines and expectations. This box will expand as needed when you tab to next field.

E. QUALIFICATIONS
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position requires the ability to effectively establish and maintain cooperative working relationships within a diverse multicultural environment.

1. Demonstrated Knowledge, Skills and Abilities
Must have the knowledge, skills and abilities to perform the responsibilities of this position as stated in the sections for Essential Functions and Responsibilities, Work Lead Responsibilities (if applicable) and General Guidelines and Expectations.

**KNOWLEDGE:**
Incumbent must possess:
Thorough knowledge of:
* The principles of individual and group behavior.

Working knowledge of:
* Student services programs outside the program to which immediately assigned.
* The principles, practices, procedures, activities, and major trends in the Student Services field to which assigned, or the ability to rapidly acquire such knowledge.
* The methods and problems of organizational and program management.
* Research and interview techniques.

General knowledge of:
* The principles, practices and trends of the Student Services field.
* Individual counseling techniques.
* Organizational procedures and activities of the specific campus to which position is assigned, or ability to rapidly acquire such knowledge.

Fluent with standard office equipment (computers, copiers, phones) and standard office software packages such as, Microsoft Office, such as Word, Excel, and Outlook.

**SKILLS:**
Incumbent must possess:
* Judgment to recommend solutions to problems and changes in program procedures.
* Technical expertise to recommend change in program procedures to act as spokespersons for the program in their area of expertise and resolve problems within their area of assignment.
* Tact and persuasiveness to achieve understanding and cooperation.
* Planning and organizational skills.
* Advanced human relations skills to interact with highly visible student groups and interact with persons with hostile reactions and bring such situations under control.

**ABILITIES:**
Incumbent must have the ability to:
* Interpret and apply program rules and regulations.
* Use initiative and resourcefulness in planning work assignments and in implementing long-range program improvements.
* Obtain factual and interpretative information through interviews.
* Reason logically; collect, compile, analyze and evaluate data and make verbal or written presentations based on these data.
* Advise students individually and in groups on complex student-related matters.
* Recognize multi-cultural, multi-sexed and multi-aged value systems and work accordingly.
* Establish and maintain cooperative working relationships with faculty, CSU administrators, student organizations, private and public agencies and others in committee work, and student advising and community contacts.
* Rapidly acquire a general knowledge of the overall operation, functions and programs of the campus, and specific objectives of the campus Student Services program and its relationship to the total campus operation.
* Make decisions and carry through actions having implications with regard to other program or service areas Services Office.
* Analyze complex situations accurately and adopt effective courses of action.
* Determine appropriate courses of action and proper techniques to utilize while engaged with individuals in personal interactions of an argumentative or sensitive nature.
* Interpret and evaluate descriptions and explanations of problems brought forward by individuals or student organizations, analyze and define the problem, draw valid conclusions and project consequences of various alternative courses of action.
* Carry out a variety of professionally complex assignments without detailed instructions.
* Perform assigned duties.
2. Education and/or Experience

EDUCATION:
Equivalent to graduation from a four-year college or university in one of the behavioral sciences, public or business administration, or a job-related field.

AND

EXPERIENCE:
Three years of full-time professional experience in one of the student services program areas or in a related field; experience should give evidence of competence and indicate the potential for further growth.
A Master's degree in a job-related field may be substituted for one year of the professional experience.
Additional specialized experience which demonstrates the applicant has successfully applied the knowledge and abilities of a Student Services professional may also be substituted for required education on a year-for-year basis.

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

Incumbent/applicant will need to be able to perform the essential job functions (duties) of this position with or without reasonable accommodation. This position alternates between remaining in a stationary position operating a personal computer for long periods of time and frequently moving about inside the office. Must be able to travel across campus to other offices and buildings for meetings and events. Also refer to the Physical Requirements & Work Environment form regarding this position.

G. WORK ENVIRONMENT
Work is performed in a typical office environment operating standard office equipment. Also refer to the Physical Requirements & Work Environment form regarding this position.

APPROVAL
In Order of Approval

Incumbent: ____________________________ Date: __________
Appropriate Administrator: ____________________________ Date: __________
Vice President (or Designee): ____________________________ Date: __________
Classification/Compensation: ____________________________ Date: __________