**POSITION INFORMATION**

<table>
<thead>
<tr>
<th>Internal Team:*</th>
<th>SL-SA - Diversity &amp; Inclusion-140010</th>
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<tbody>
<tr>
<td>Job Code/Employee Classification:*</td>
<td>SSP II</td>
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<tr>
<td>MPP Job Code:</td>
<td>SSP II</td>
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<tr>
<td>Position Number:</td>
<td>Position no: SL-00002651</td>
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<tr>
<td>CSU Working Title:*</td>
<td>Dream Center Coordinator</td>
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<tr>
<td>Reports To:</td>
<td>AVP Diversity &amp; Inclusion</td>
</tr>
<tr>
<td>Campus:*</td>
<td>San Luis Obispo</td>
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<tr>
<td>Division:*</td>
<td>Student Affairs</td>
</tr>
<tr>
<td>College/Program:*</td>
<td>SA - Diversity &amp; Inclusion</td>
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<tr>
<td>Department:*</td>
<td>SA - Diversity &amp; Inclusion - 140010</td>
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<tr>
<td>FLSA Status:*</td>
<td>Exempt</td>
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**SENSITIVE POSITION**

- Sensitive Position:  
  - Yes  
  - No

- Job Summary/Basic Function:*  
  Under the general direction of the Director for Student Diversity and Belonging, the Dream Center Coordinator assists with the planning, development, implementation, and assessment of programs and services offered by Student Academic Services and the Cross Cultural Centers, and the Black Academic Excellence Center to engage and support undocumented students, as well as students from mixed-status families, at Cal Poly. The Coordinator assists the Director in identifying, collaborating and maintaining relationships and partnerships within Cal Poly and the community to create, develop, and implement programs and services that support the retention and academic success of undocumented students.

- Minimum Qualifications:*  
  Bachelor’s degree and two years of professional experience in one of the student services program areas or in a related field, OR a Master’s degree and one year of experience.
**Required Qualifications:**

- Working knowledge of the practices, procedures and activities of providing student services support to underrepresented, first generation, and/or low-income students.

- General knowledge of the methods and problems of organizational and program management.

- General knowledge of research and interview techniques; and of the principles of individual and group behavior.

- Ability to use initiative and resourcefulness in planning work assignments and in implementing long-range program improvements.

- Ability to obtain factual and interpretative information through interviews and reason logically.

- Ability to collect, compile, analyze and evaluate data and make verbal or written presentations based on these data.

- Ability to advise students individually and in groups on routine matters.

- Ability to recognize multicultural, multi-sex and multiage value systems and work accordingly.

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- Ability to maintain and update electronic and print media, including publications and other marketing and communications materials for program outreach and enhancement.

- Ability to provide lead work direction.

- Ability to use tact and diplomacy to effectively handle a broad range of high level and sensitive interpersonal situations with diverse personalities, and to respond appropriately to conflicts and problems.

- Demonstrated ability to initiate, establish, and foster communication, teamwork as well as maintain effective working relationships with a diverse population who come from various cultural backgrounds.

- Excellent communication skills; ability to effectively communicate information in a clear and understandable manner, both verbally and in writing. Ability to speak publicly to large groups.

- Thorough knowledge of English grammar, spelling and punctuation.

- Demonstrated ability to maintain a high degree of confidentiality.

- Excellent organizational, delegation and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.

- Excellent computer skills and proficiency with a variety of computer applications including word-processing, spreadsheets, databases, on-line systems, Internet as well as online calendaring and email.

- Working knowledge of, or ability to quickly learn University infrastructure, policies and procedures.

**Preferred Qualifications:**

- Master’s degree in Counseling, College Student Development, Higher Education, or a directly related field.

- Bilingual in Spanish/English.

- General knowledge of AB540/DACA laws and the effect on students.

- Experience working with AB540/DACA/undocumented students.

- Experience working with students from low income, traditionally underserved, and traditionally disadvantaged backgrounds (e.g. former foster youth, undocumented students, etc.).

- Experience developing, planning, and implementing workshops or other programming aimed at supporting students, including undocumented students.
Special Conditions:

Must be willing to travel and attend training programs off-site for occasional professional development.

Must be able to work additional hours, occasional holidays, and adjust working hours to meet special jobs. May be called back periodically to perform work as needed on an emergency basis.

The person holding this position is considered a '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 as a condition of employment.

Must be able to successfully pass a pre-employment background/fingerprint check.

This position classification has been defined as "exempt" and is not subject to the overtime provisions of the Fair Labor Standards Act (FLSA).

License / Certification:

Mandated Reporter:*
General - 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.

NCAA:
☐ Yes ☐ No

Conflict of Interest:*
None

Supervises Employees:*
☐ Yes ☐ No

Job Duties
## JOB DUTIES

<table>
<thead>
<tr>
<th>% of time</th>
<th>Duties / Responsibilities</th>
<th>Essential / Marginal</th>
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Build relationships with Dream Center students to create a community of support by contacting student participants from the time of admission through graduation.

Provide pro-active student support and counseling to assist students in pursuing their educational and career goals.

Participate in pre-enrollment activities and coordinate events.

Assist in designing and developing programs and services to provide support, advice, and referrals related to various sensitive issues and challenges unique to undocumented students.

Serve as a campus resource for undocumented students, using knowledge of federal, state, local legislation, rules, policies, and procedures pertaining to AB 130/131/540, Deferred Action for Childhood Arrivals (DACA), and federal immigration law and policy and provide appropriate trainings and resources for administrators, faculty, staff, and students.

Develop and conduct specialized orientation sessions for students and parents, on-going programs, and outreach events to forge bonds among undocumented students, to facilitate their integration into a welcoming and safe campus community, and to promote academic and personal success.

Assist in the development and implementation of a communication plan to provide potential, incoming, and enrolled undocumented students with timely information on programs, resources, opportunities, events, activities, important deadlines, and academic and co-curricular enrichment opportunities.

Assist in seeking and composing grants for external funding and support other fundraising efforts.

Prepare newsletters, electronic and print communications, and announcements for programs and events.

Work collaboratively with on-campus offices and programs to serve as a resource for overcoming challenges faced by undocumented students.

Consult with Career Services about promoting career and financial development opportunities to support undocumented students.

Assist in identifying, developing, and/or maintaining existing relationships with local, regional, and national resources and organizations to establish a network of programs and services in support of undocumented students.

Work with on- and off-campus colleagues to develop and provide ally trainings to administrators, staff, faculty and ally students to increase the understanding of the needs of undocumented students.

Analyze data and produce reports regarding diversity issues that affect undocumented students to inform program recommendations for the improvement of campus climate.

Keep abreast of research and literature on student trends and emerging populations in higher education, specifically in relation to undocumented students.

Provide individual support to students with a wide variety of issues, working collaboratively with various departments to ensure students’ academic success.

Keep abreast of research and literature on student trends and emerging populations in higher education, specifically in relation to undocumented students.

Develop and maintain website and other materials to provide current information to undocumented students, their families and allies.
Serve as a team member of the Student Affairs – Diversity and Inclusion team on strategies to accomplish goals and objectives.

Recruit, hire, train, supervise and revise responsibilities for graduate assistants, Americorps interns, and student staff, including defining job description, evaluations and other related responsibilities. Resolve conflicts, facilitate communication between staff and notify management as necessary.

Participate in Student Academic Services bi-monthly core meetings and activities.

Participate in computer and other technological training required by department.

Participate and represent the department in assigned Student Affairs and other university committees and activities.

Perform other job-related duties and special projects as assigned.

Attend training and maintain skill currency as appropriate to safely and effectively complete assignments.

**USERS AND APPROVALS**

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