



Human Resources  
POSITION DESCRIPTION (HR 120)

**CLASSIFICATION:** Student Services Professional II

**DEPARTMENT:** Student Affairs, Diversity and Belonging

**WORKING TITLE:** Dream Center Coordinator

**FLSA:** Exempt

**INCUMBENT:**

**PURPOSE:**

Student Diversity and Belonging (SDAB) is a collaborative sub-division of community centers that serve an active role in creating a culturally enriching environment at Cal Poly’s campus and in San Luis Obispo. We instill understandings of diversity and inclusive excellence by facilitating identity-affirming spaces of belonging and student-centered programming, student support services, and peer educational learning opportunities. Our unit is comprised of the following campus community centers: Black Academic Excellence Center (BAEC), Dream Center, Gender Equity Center (GEC), Latinx/e Center for Academic Success and Achievement (Dream Center), MultiCultural Center (MCC), Pride Center, the Men & Masculinities Center and the Native American and Indigenous Cultural Center (NAICC).

The Dream Center Coordinator is responsible for assisting 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.

**DUTIES AND RESPONSIBILITIES:**

The following examples illustrate typical work activities and are not meant to be all inclusive or restrictive:

**ESSENTIAL JOB FUNCTIONS**

90%

**Student Support**

- Build relationships with Dream Center students to create a community of support by contacting student participants from the time of admission through graduation.
- Refer students to other student support and educational services on campus such as career services, health services, counseling services and various student academic services.
- Advise and support student leaders to sustain educational programs that serve diverse student populations.
- 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 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.

## Center Management

- Provide oversight for the Dream Center which includes scheduling student staff, maintaining equipment, ordering supplies, and hosting student outreach initiatives.
- Assist in recruiting, hiring, training, supervising, and evaluating Dream Center graduate assistants, student assistants, and interns.
- Make recommendations for event and/or program changes as it relates to these populations.
- Track and monitor the budgets associated with the assigned program area/s, including the monitoring and tracking of expenditures to ensure they are within the center's budget.
- Conduct yearly evaluations of the center's priorities, learning outcomes, and analyze the impact of changes to the programs and centers.

## Dream Center Programming

- Lead the planning, implementation, and assessment of Dream Center student programming, including Undocu Week, student retreats, Monarch Commencement, and other community-building activities that center the experiences and affirm the identity of undocumented students, as well as students from mixed-status families.
- Facilitate educational workshops of varying degree of complexity in order to provide alternatives to learning not readily available or where precedents are not established. Some examples of topics may include but are not limited to: intersectionality, micro-aggressions, privilege, cultural competence and allyship.
- Coordinate and perform program assessment and evaluation of signature programs.
- Coordinate and implement student-centered educational programs or experiences.
- Plan and provide advisement for Instructionally Related Activity (IRAs) events, Student Success Fee events, marketing of program and other special events for the SDAB Centers.
- Make recommendations for policy and/or program changes as it relates to these populations.

## Network Building

- Work collaboratively with other Race and Ethnicity and Gender and Sexuality Centers within Student Diversity and Belonging to promote intersectional programming and cross-cultural community building.
- Maintain effective working relationships with a wide range of students, faculty, staff, and the general public to promote undocumented student initiatives, programs, and services.
- Facilitate Dream Center partnerships with appropriate Latinx cultural student organizations and student leaders to connect them to a variety of campus resources and to help amplify their student-led programs and events.

## Partnerships

- 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.
- 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.
- Participate in pre-enrollment activities, such as those provided by Open House, Poly Cultural Weekend, Student Life Orientation (SLO Days), Summer Institute and Week of Welcome.
- Serve on Divisional and University-wide committees

## **RELATED JOB FUNCTIONS**

As Needed

10%

- 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.
- Utilize advanced human relations skill and abilities to interact with a broad spectrum of student groups to help them identify problems, think through implications of alternative solutions, evaluate past occurrences and reach appropriate conclusion and decisions. Interact with persons in hostile situations and bring them under control and toward a solution.
- 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.

#### **REQUIRED EDUCATION, EXPERIENCE AND CREDENTIALS**

- 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.

Licenses, Certificates, Credentials:

- None

#### **REQUIRED SKILLS, KNOWLEDGE, AND ABILITIES**

- General knowledge of AB540/DACA laws and the effect on students.
- 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.
- 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 SKILLS AND EXPERIENCE**

- Master's degree in Counseling, College Student Development, Higher Education, or a directly related field.
- Bilingual in Spanish/English.

- 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.
- Demonstrated ability in conflict resolution and crisis intervention.

#### **SPECIAL CONDITIONS**

- Must be able to work occasional extended work weekdays and weekends.
- Must be able to travel and attend training sessions related to policies, procedures and technological advancement as it pertains to position requirements.
- This position classification has been defined as “Exempt” and is not subject to the overtime provisions of the Fair Labor Standards Act (FLSA).
- 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.