

Promise Scholars Coordinator (SSP IV)

PD No.:PD-7908

POSITION DESCRIPTION INFORMATION

POSITION INFORMATION

Type of Action Requested:*	Replacement-Revision
Internal Team:*	
Job Code/Employee Classification:*	SSP IV <u>Job Code: 3086</u>
Classification Title:	Student Services Professional IV
MPP Job Code:	
Position Number:	
CSU Working Title:*	Promise Scholars Coordinator (SSP IV)
Salary Range/Grade:	3086-RANGE A-Grade-1
Reports to Supervisor:	Jason Juarez
Reports To:*	Director for EOP and Promise Scholars <u>Position no: ST-10004258</u>
Campus:*	Stanislaus
Division:*	Student Affairs
College/Program:*	Coord Acces Retent Equity Svcs
Department:*	Promise Scholars - 52103
FLSA Status:	Exempt
Hiring Type:	Temporary
Workplace Type (Exclude Inst Fac):	On-site (work in-person at business location)
Pay Plan:	12 Months
Pay Plan Months Off:	

POSITION DESIGNATION

Mandated Reporter:*	Limited - The person holding this position is considered a limited 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.
Conflict of Interest:*	None
NCAA:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Is this a Sensitive Position?:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Care of People (including minors) Animals and Property:	
Authority to commit financial resources:	
Access/control over cash cards and expenditure:	Yes
Access/possession of master/sub-master keys:	Yes
Access to controlled or hazardous substances:	
Access/responsibility to personal info:	Yes
Control over Campus business processes:	No

- Responsibilities requiring license or other:** No
- Responsibility for use of commercial equipment:** No
- Is this a Campus Security Authority (CSA):** Yes No
- Serves a security function:** No
- Designated recipient for crime/misconduct reports:** No
- Significant responsibility for Student Activities:** No
- Significant responsibility for Campus Activities:** No

Job Summary/Basic Function:*

Under the general supervision of the Director of EOP and Promise Scholars, the Promise Scholars Coordinator supports current and former foster youth and students experiencing homelessness. This role provides leadership to the Promise Scholars Program, addressing complex individual, group, and organizational challenges, and implementing solutions. Responsibilities include holistic advising and support through program development, event coordination, academic advising, workshops, career guidance, and referrals to campus and community resources.

The coordinator provides comprehensive support to current and former foster youth using basic counseling techniques on topics such as academic advising, academic success, social issues, and professional development. This position also assists with program planning, evaluation, and budget recommendations. High-level interpersonal skills are essential for analyzing problems and implementing solutions, requiring independent judgment, creativity, and professional expertise. Through non-clinical case management strategies, the incumbent must be adept at and able to coordinate action and support across campus and in the community, including EOP, Student Affairs, Financial Aid & Scholarships, Admissions and Outreach Services, and county agencies.

Such services and activities may include providing information and guidance to students; assisting students to think through problems and select suitable solutions and courses of action; evaluating student needs and authorizing services; coordinating and administering programs, events, and projects; facilitating student involvement in campus life; advocating the needs of individual students and groups of students to university administrators, faculty and staff; and providing support and assistance to students facing a variety of personal as well as institutional problems, questions and challenges. May serve as "working supervisor" or lead person.

Minimum Qualifications:***EDUCATION:**

Equivalent to graduation from a four-year college or university in a related field, plus upper division or graduate course work in counseling techniques, interviewing and job-related conflict resolutions.

EXPERIENCE:

Equivalent to four years of progressively responsible professional student services work experience which includes experience in advising students individually and in groups, and in analysis and resolution of complex student services problems.

A master's degree in Counseling, Clinical Psychology, Social Work, or a job-related field may be substituted for one year of professional experience.

A doctorate degree and the appropriate internship or clinical training in counseling, guidance or a job-related field may be substituted for two years of the required professional experience for positions with a major responsibility for professional, personal or career or counseling.

Required Qualifications:

- Ability to interpret and apply program rules and regulations.
- Ability to use initiative and resourcefulness in planning work assignments and in implementing long-range program improvements.
- Ability to obtain factual and interpretive information through interviews.
- Ability to collect, compile, analyze and evaluate data and make verbal or written presentation based on these data.
- Ability to recognize multicultural, multi-sexed and multi-aged value systems and work accordingly.
- Demonstrated ability to make decisions and carry through actions having implications with regard to other program or service areas.
- Thorough knowledge of the principles of individual and group behavior.
- General knowledge of the principles, practices and trends of the Student Services field.
- General knowledge, or the ability to rapidly acquire such knowledge, of the overall operation, functions, and organizational procedures of the campus.
- Ability to advise students individually and in groups on complex student-related matters.
- Ability to interpret and evaluate descriptions and explanations of problems brought forward by individuals or student organizations.
- Thorough knowledge of the policies, procedures, activities, and practices of the program area to which assigned, or the ability to quickly acquire such knowledge.
- General knowledge of the policies, practices and activities of Student Services programs outside the program to which immediately assigned.
- General knowledge of the principles, problems and methods of public administration, including organizational, personnel and fiscal management.
- General knowledge of interview techniques and advanced statistical and research methods.
- Ability to carry out very complex assignments without detailed instructions.
- Ability to advise students individually or in groups on varied and complex matters.
- Ability to determine the appropriate course of action and proper techniques to utilize while engaged with individuals and groups in personal interactions of a sensitive nature.
- Ability to reason logically and analyze and solve the organizational and operating problems of one or several program areas.
- Ability to plan, coordinate, initiate actions necessary to implement administrative or group decisions or recommendations and ability to evaluate programs, services, policies and procedures.
- Ability to analyze and define complex organizational, policy or procedural problems or situations accurately, collect and evaluate data, draw valid conclusions and project consequences of various alternative courses of action.
- Ability to understand the roles and responsibilities of others and to gauge relationships accordingly by taking into account the variety of the interrelationships, motivations and goals of the members of the organization served.
- Ability to establish and maintain effective, cooperative and harmonious working relationships with a variety of individuals in circumstances which involve the denial of requests or the necessity to persuade others to accept a different point of view.
- A background check (which may include: checks of employment records, education records, criminal records, civil records, motor vehicle records, professional licenses, and sex offender registries, as position requires) must be completed satisfactorily before any candidate can be employed with the CSU.

Preferred Qualifications:

- Four (4) years of experience working directly with foster youth, former foster youth or related area.
- Master's degree in Counseling, Social Work, Higher Education Administration/Leadership.
- Knowledge of the Foster Care System and related agencies (e.g., Child Protective Services)
- Experience in providing Crisis Intervention and or Trauma-Informed care.
- Experience conducting workshops and facilitating events.
- Experience working with students from various ethnic and socioeconomic backgrounds, including underserved students.
- Prior experience in a higher education or university setting.
- Familiarity with integrated student records systems such as PeopleSoft and Warrior Connect or related systems.

Special Conditions:

- May be required to work after-hours, evenings, or weekends.
- May be required to stay overnight in on campus housing in support of the annual EOP Summer Bridge Program.
- May be required to travel between Turlock and Stockton Campuses.
- Travel to partner agencies.
- Occasionally lift, move, or carry up to 50 pounds

License / Certification:

- Valid California Driver's License.

Supervises Employees:*

- Yes No

If position supervises other employees; list position titles:

Job Duties

JOB DUTIES

% of time	Duties / Responsibilities	Essential / Marginal
35%	<p>Student Support, Advising, Guidance, and Advocacy:</p> <ul style="list-style-type: none"> • Provide information and guidance to students. • Assist students in problem-solving and decision-making. • Advocate for the needs of individual students and groups of students to university administrators, faculty, and staff. • Provide support and assistance to students facing a variety of personal as well as institutional problems, questions, and challenges. • Interact with students in the most sensitive and complex group problem situations. • Conduct analysis of student skills, abilities, and previous academic performance for comprehensive advising and support for foster youth. • Provide academic advising, including transfer evaluation, course selection, and registration assistance to new and continuing Promise Scholar Program participants in both individual and group settings. • Maintain records on each advisee including program of study, general education evaluation, academic progress, advising contacts and referrals. • Stay current on CSU & CCC policies and procedures and relevant county and state policies and laws affecting foster youth. 	Essential
35%	<p>Program Coordination and Administration:</p> <ul style="list-style-type: none"> • Coordinate and administer programs, events, and projects. • Facilitate student involvement in campus life. • Plan and organize work requirements and tasks within assigned areas of responsibility. • Determine work priorities and selecting desired methodology from alternative approaches. • Handle unusual situations without advice or instruction, solving problems, and making decisions which have impact on the work of others and the department to which assigned. • Perform major program analysis responsibilities. • In collaboration assist with developing and maintaining the annual assessment and budget plan. • Maintain records and statistical data regarding engagement, retention, program participation, and graduation rates. • Assist with report and proposal writing. • Recruit, train, and lead graduate intern(s) and student assistant(s). • Collaborate with CSU campuses, the Chancellor's Office, high schools, and community groups to strengthen resources for current and former foster youth. • Work collaboratively with faculty who are interested in acting as additional support persons/mentors for foster youth and/or conducting research related to this population. 	Essential
25%	<p>Evaluation, Training, and Program Assessment:</p> <ul style="list-style-type: none"> • Review existing and proposed policies, practices, and organizational structure and propose changes or develop full revisions as appropriate. • Conduct studies and surveys and preparing reports with recommendations based on results. • Provide analysis and guidance in major installations (office-wide) of new procedures and systems. • Develop thorough and extensive written materials for the purpose of developing knowledge and skills of students. • Develop and implement evaluation methods to assess the effectiveness of programs and services. • Make recommendations involving broad areas of policy formulation and complex administrative action and for implementation of such recommendations when adopted. • Maintain required documentation, web-based resources, reports, and student records in accordance with university policies, government regulations, and accreditation standards. 	Essential
5%	<p>Other duties as assign:</p> <ul style="list-style-type: none"> • May be required to obtain additional training and/or certification as part of professional development, based on department and/or campus needs, to stay current with industry standards. • The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this classification. • At the direction of appropriate administrator, may provide support to other departments/areas withing functional area/department as needed. 	Essential

Physical Mental and Environmental Demands

**** Physical Mental and Environmental Requirements Must be Completed for all Positions ****

Please indicate the frequency (Constantly; Frequently; Occasionally; or Never) and whether or not the requirement is essential.

Physical and Mental Requirements

Bending:	Frequently - Essential
Climbing:	Occasionally
Concentrating:	Frequently - Essential
Crawling:	Never
Decision Making:	Frequently - Essential
Keyboarding and Mousing:	Frequently - Essential
Lifting or Carrying up to 10 lbs.:	Occasionally
Lifting or Carrying up to 25 lbs.:	Occasionally
Lifting or Carrying up to 50 lbs.:	Occasionally - Essential
Lifting or Carrying over 50 lbs.:	Occasionally
Performing Calculations:	Frequently - Essential
Pushing or Pulling:	Occasionally
Reaching Overhead:	Occasionally
Repetitive Motion of Upper Extremities:	Frequently
Sitting:	Frequently
Standing:	Frequently
Stooping Kneeling or Squatting:	Occasionally
Walking:	Occasionally

To add additional Physical and Mental Requirements - Please provide the 1) Physical and/or Mental Requirement description; 2) Frequency (Constantly; Frequently; Occasionally; or Never) and 3) Whether it is Essential to the position:

Other Physical & Mental Requirement No. 1
Description:

Other Physical and Mental Req No.1 Frequency:

Other Physical & Mental Requirement No. 2
Description:

Other Physical and Mental Req No.2 Frequency:

Other Physical & Mental Requirement No. 3
Description:

Other Physical and Mental Req No.3 Frequency:

Other Physical & Mental Requirements:

Environmental Requirements

Drive motorized equipment:

Excessive Noise:

Hazards:

Outdoor:

Elevated Work:

Extreme Temperature (hot or cold):

Indoor (Typical office environment):

To add additional Environmental Requirements - Please provide the 1) Environmental Requirement description; 2) Frequency (Constantly; Frequently; Occasionally; or Never) and 3) Whether it is Essential to the position:

**Other Environmental Requirement No. 1
Description:**

Other Environmental Req No.1 Frequency:

**Other Environmental Requirement No. 2
Description:**

Other Environmental Req No.2 Frequency:

**Other Environmental Requirement No. 3
Description:**

Other Environmental Req No.3 Frequency:

Other Environmental Requirements: