

DEAN, ACCESS AND WELLNESS

DEFINITION

Under administrative direction, plans, organizes, manages, and provides administrative direction and oversight for all functions and activities of Accessibility Resources Centers for Students to provide services to accommodate the educational needs of college students with physical, communicative, learning disabilities, and other health or medical conditions. Serves as the College's Director of disability services providing technical assistance and training to the College on disability-related issues. Responsible for administrative direction and oversight of Student Health Services and related programs. Overall responsibilities include directing and administering comprehensive programs and activities of the College, such as specialized curriculum development, hiring, training, and evaluation of faculty, staff, and temporary employees, and scheduling of classes.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Vice President. The work provides for a wide variety of independent decision-making, within legal and general policy and regulatory guidelines. Exercises general direction and supervision over professional, technical, and administrative support staff through subordinate levels of management and supervision.

CLASS CHARACTERISTICS

This is a Dean classification that oversees, directs, and participates in all activities of Accessibility Resource Centers for Students and Student Health Services, and the College's Behavior and Wellness Team, including planning and development and administration of departmental policies, procedures, and services. This class provides assistance to the Vice President, Student Services in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy and the functions and activities of an institution of higher education, including the role of an elected Board of Trustees, and the ability to develop, oversee, and implement projects and programs in a variety of areas. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and for furthering College goals and objectives within general policy guidelines.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

1. Assumes full management responsibility for all Accessibility Resource Centers for Students, also known as ACCESS Center, and Student Health Services programs, services, and activities, providing leadership in the educational planning efforts of the department, acquiring and maintaining necessary learning and teaching resources.
2. Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the department; establishes, within College policy, appropriate budget, service, and staffing levels.
3. Oversees and is responsible for department-wide planning and program development in accordance with missions, goals, and objectives of the College and department; oversees administration and monitoring of assigned department programs and services to ensure compliance with established standards and requirements; develops, analyzes, and implements programs and services to meet student needs; oversees development and implementation of new programs, services, and activities.
4. Oversees the coordination of communications, personnel, resources, schedules, and information to meet the needs of the ACCESS Center, Student Health Services and the Behavior and Wellness Team and enhance the effectiveness of assigned programs and services.
5. Develops, implements, and ensures diverse, equitable and inclusive practices in serving students and hiring employees.

6. Oversees, directs and implements equity-focused programs, interventions and student support services designed to meet the needs of a diverse student population.
7. Manages and participates in the development and administration of assigned departments' annual budgets; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.
8. Selects, trains, motivates, and directs department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.
9. Oversees the overall quality of the assigned departments' services by developing, reviewing, and implementing policies and procedures to meet legal requirements and College needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
10. Monitors and evaluates College operations and activities for capacity to accommodate the needs of students with disabilities and the health needs of all students; develops and implements policies and procedures to facilitate and enhance College compliance concerning equal access to instruction, health needs, and College services for students with and without disabilities.
11. Directs and participates in the review, monitoring, and analysis of individual student needs; coordinates and directs the response to student needs by arranging for special services, providing assistive technology and equipment, providing quality health care, and ensuring instructional and clinical facilities, materials, and activities meet student needs.
12. Coordinates with faculty on the development and implementation of disabled student curriculum and instruction program, for students with disabilities, computer labs, instruction services, plans, and processes to ensure compliance with established curriculum standards and requirements; directs and participates in the analysis, implementation, and enhancement of curriculum standards; monitors scheduled course offerings, analyzes enrollment patterns, and works collaboratively with other instructional programs.
13. Coordinates, directs, and participates in advising and consultation services to provide students with disabilities assistance and information concerning department services, educational accommodations, and classes; responds to inquiries and provides technical information concerning related standards, requirements, practices, laws, codes, regulations, policies, and procedures.
14. Oversees and is responsible for registration activities for accommodation services and follow up to ensure implementation; supervises the distribution, receipt, and processing of related forms and applications; ensures proper determination of student eligibility; develops, implements, and conducts orientations for new students utilizing department services.
15. Coordinates, develops, and implements training activities for staff and faculty concerning services, equipment, and materials necessary to accommodate the educational needs of students with disabilities; prepares and delivers and College-wide trainings; composes and distributes training and informational materials.
16. Oversees programs and activities to enhance faculty and administrative understanding of education practices, curriculum standards, and instructional strategies related to disability programs and services; participates in reviewing faculty curriculum and provides technical advice on changes and modifications to curriculum; works with faculty on curriculum development; directs and participates in the analysis, implementation, and enhancement of curriculum standards; monitors scheduled course offerings, analyzes enrollment patterns, and works collaboratively with other instructional programs.
17. Oversees and participates in reviewing Student Learning Outcomes (SLO) and assessments; advises faculty and provides feedback and recommendations; provides technical training to faculty on SLO development and assessment procedures and guidelines; develops and updates reports tracking the progress and status of curriculum, SLO, and assessment for all courses and programs in assigned areas.

18. Provides consultation and technical expertise to administrators, faculty, staff, students, outside agencies, and others concerning department operations and activities; provides detailed and technical information concerning department programs, services, curriculum, and courses.
19. Oversees and participates in conducting a variety of analytical and operational studies regarding assigned departmental and programmatic activities; prepares timely comprehensive technical records and reports, identifies alternatives, and makes and justifies recommendations.
20. Advises, provides expert guidance, and prepares and delivers presentations on issues pertaining students with disabilities and student health.
21. Conducts a variety of departmental organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.
22. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and affiliated trainings; prepares and delivers oral presentations related to assigned areas if needed.
23. Provides a working and learning environment that is free from prohibited discrimination, harassment and retaliation (DHR), and provided by applicable law and College policies. Attends College mandated DHR training and participates in DHR investigations as directed. Assists in addressing discrimination and harassment and retaliation against individuals who bring these complaints forward through recognizing and reporting possible incidents to the Director of Equal Employment Opportunity Programs in Human Resources.
24. Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Policies, practices and interventions related to the equitable and just treatment of diverse individuals.
2. Understanding of and sensitivity to meeting the needs of diverse academic, socioeconomic, cultural, linguistic, disability and ethnic backgrounds of students, community members and employees.
3. Administrative principles and practices, including goal setting, program development, implementation, and evaluation.
4. Public agency budget development, contract administration, College-wide administrative practices, and general principles of risk management related to the functions of the assigned area.
5. Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs; principles and practices of public agency administration.
6. Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
7. Planning, organization, and direction of program and service operations and activities involved in providing services to accommodate the short term medical needs of students with and without disabilities; and the educational needs of college students with physical, sensory, mental health, and cognitive disabilities.
8. Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
9. Technical, legal, financial, and public relations problems associated with the management of disabled student programs.
10. Methods and techniques for the development of presentations, contract negotiations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
11. Principles and procedures of record-keeping, technical report writing, and preparation of correspondence and presentations.
12. Modern office practices, methods, and computer equipment and applications related to the work.

13. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
14. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and College staff, including individuals of various ages, disabilities, various socio-economic and ethnic groups.

Skills & Abilities to:

1. Demonstrated ability to work effectively and cooperatively with diverse constituencies within a participatory governance environment.
2. Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
3. Provide administrative and professional leadership and direction for the department and the College.
4. Prepare and administer large and complex budgets; allocate limited resources in a cost effective manner.
5. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
6. Represents the assigned departments to other College divisions and departments, elected officials, and outside agencies; explains and interprets departmental programs, policies, and activities; negotiates and resolves significant and controversial issues.
7. Plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical personnel; delegate authority and responsibility.
8. Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
9. Conduct effective negotiations and effectively represent the College and the department in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
10. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
11. Use English effectively to communicate in person, over the telephone, and in writing.
12. Understand scope of authority in making independent decisions.
13. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
14. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
15. Responds to difficult and sensitive student, faculty, and public inquiries and complaints and assists with resolutions and alternative recommendations.
16. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Equivalent to a Master's degree from a regionally accredited college or university with major coursework in counseling, rehabilitation, or a related field and five (5) years of management and/or administrative educational experience working with students with disabilities and related programs and accommodation services.

PHYSICAL DEMANDS

Must be able to work in a standard office setting and use standard office equipment, including technological devices; to communicate with individuals at various College and meeting sites; the ability to understand and comprehend written and electronic materials; and the ability to receive, review, and respond to

communications in person, before groups, and over and through various media. This is primarily a sedentary office classification although movement between work areas may be required. Positions in this classification occasionally may need to physically reach, push, and pull drawers open and closed to retrieve and file information.

ENVIRONMENTAL ELEMENTS

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents may interact with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Amended: 11/2020