

STUDENT PERSONNEL ASSISTANT
Disabled Student Programs and Services (DSP&S)
(Deaf Services, Learning Disabilities and/or Academic Testing)

DEFINITION

Under general supervision of an assigned manager/supervisor, provides continuing educational support services to disabled students in one or more of four areas: DSP&S, Learning Disabilities, Deaf Services, and/or Academic Testing; assists with program development, planning, and implementation; and performs related work as assigned.

TYPICAL DUTIES

Serves as initial source of information and assistance to persons contacting DSP&S; orients students to the program and its resources and assists with the intake process. Provides information about college schedules, policies and procedures; answers student questions concerning prerequisites and graduation requirements or refers to appropriate staff. Assists in the interviewing, hiring, training, and oversight of student help and classified temporary staff; oversees and/or acts as lead for student help and work-study positions, and staff. Answers telephone, responds to requests, delivers messages, and runs errands; operates office machines; and provides clerical assistance in the areas of typing, filing, record keeping, payroll timesheets, equipment inventory, and budgeting; completes paperwork for ordering materials, supplies and services; reviews, catalogs, inventories, and maintains materials for the program. Trains support staff whose duties include preparation of blanket orders, requisitions, and budget/accountability reports. Composes letters and other correspondence; designs and maintains flyers and brochures; assists in creating an aesthetic, warm atmosphere of acceptance; and advises students to assist in their development of educational and vocational objectives. Maintains student records and files, and off-site storage of previous records; reviews files, records and documents to respond to requests; and maintains confidentiality of information and materials. Assists coordinators in advocating for disabled students from related community agencies and campus community; establishes and maintains working relationships with support service agencies to develop opportunities for disabled students; and facilitates cooperation between counselors, faculty, DSP&S, and Learning Disability staff and campus resources and/or appropriate college staff. Attends appropriate conferences, workshops and staff meetings as assigned; assists in coordinating DSP&S/LD meetings and student functions; and performs related duties as required.

DSP&S (All of the typical duties plus): Prepares and monitors daily schedules and pulls files for counselors; schedules student appointments; assists students with registration; and assigns rooms for adjunct counselors. Assists in providing general assistance for disabled students including: communication with Para-transit, acquisition of specific furniture through the campus maintenance department, travel assistance to campus locations, and assistance with assistive technology.

Deaf Services (All of the typical duties plus): Schedules and coordinates sign language interpreters, real-time captioners, and tutor/note takers as needed.

Learning Disabilities (All of the typical duties plus): Provides database management tracking system for students going through the learning disabilities testing process, qualified learning disabilities students, ineligible students, and inactive students. Performs data entry and maintenance of statewide community college model scoring program. Supports instructors by completing student registration process, status reports for learning skills assessments, and making sure that instructors have materials ready for each

class. Maintains understanding of processes and procedures of Learning Disabilities Program and how LD and DSP&S work together as a unit.

Academic Testing (All of the typical duties plus): Implements, monitors, and maintains the integrity of the test proctoring procedure; schedules proctored exams and facilities; and acts as liaison with faculty for test administration guidelines.

QUALIFICATIONS

EXPERIENCE

Two years of experience in working with disabled persons or equivalent. (One year of experience is equal to 12 months of experience at 40 hours per week. Applicable part-time experience will be converted to the full-time equivalent for purposes of meeting the experience requirement.)

EDUCATION

Completion of an Associate's Degree or 60 semester units (90 quarter units). NOTE: An additional year of qualifying experience may be substituted for up to one year of college education.

KNOWLEDGE OF

Knowledge of special needs of disabled persons; disabilities issues and ADA requirements; advising students with disabilities regarding procedures concerning job availability, job readiness and resources; career development process; and general career exploration tools. Knowledge of elements of correct English usage, spelling and vocabulary; letter and report writing; the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar; and basic computer applications. Knowledge of interpersonal skills using tact, patience, and courtesy; policies and practices involved in personnel/human resource functions; fundamental office procedures including record keeping procedures, typing and filing techniques; and student support services.

SKILL IN

Skill in computer use including database management and internet capabilities; facilitating multimedia presentations; and understanding written sentences and paragraphs in work related documents. Skill in listening to what other people are saying and asking questions as appropriate; communicating effectively with others orally and in writing as indicated by the needs of the audience; being aware of others' reactions and understanding why they react as they do; and adjusting actions in relation to others' actions.

ABILITY TO (ESSENTIAL FUNCTIONS)

The ability to perform the essential functions of the position; sustain regular work attendance; work cooperatively and effectively with the public, students, faculty, and staff; exercise initiative and good judgment; work as a member of a team; and to meet schedules and time lines. The ability to maintain accurate and complete records; understand and carry out oral and written directions; and compile data, keep records and prepare reports. The ability to work collaboratively with the employment community, governmental agencies and college populations; maintain confidentiality of sensitive material; and relate to disabled students on a humanistic level. The ability to operate office equipment including computers and supporting word processing, spreadsheet, and database applications.

TYPICAL EQUIPMENT USED (May include, but not limited to)

Computer, typewriter, fax, copier, printer, scanner, and calculator.