PROFESSIONAL JOB DESCRIPTION

Exempt; Full-time

POSITION TITLE: Student Intervention & Disabilities Services Coordinator
DEPARTMENT: Student Services

PURPOSE: Assist students with college resources to be academically successful. Determine and coordinate direct and indirect services to students and campus visitors with disabilities; provide assistance with campus compliance of Section 504 of the Rehabilitation Act/Americans With Disabilities Act federal requirements. Responsible for tutor coordination, both for students with and without disabilities needs.

ESSENTIAL FUNCTIONS

Process significant volume of intervention requests by review, referral and possible resolution of student concerns and/or problems on a daily basis.

Offer academic coaching for students with functional limitations that affect their ability to plan and monitor their academic activities.

Assess current disabilities services and programs, makes recommendations for improvements, and implements appropriate changes.

Assist students with college resources and services to be academically successful. Advise students regarding basic financial aid, class courses, and other student services as to intervention needs.

Coordinate with outside agencies and campus departments on accommodation, accessibility, and retention issues.

Work with both internal and external vendors to obtain and assign aids to students, such as readers, sign language interpreters, tutors, writers, lab assistants, note takers, etc.

Conduct telephone and email contacts to existing TVCC students conveying basic enrollment information and intervention services to effectively maintain enrollment status.

Complete tracking and documentation of computerized intervention inquiries to connect students with appropriate campus resources with highest level of accuracy, detail and closure of assistance.

Advise faculty regarding reasonable accommodations for exams; manage the administration of all exams with accommodations.

Evaluate services and accommodation data to prepare federal, state and College reports. File periodic activity reports to faculty and management accurately documenting efforts made and services offered.

Maintain highest levels of protection of student’s right to privacy regarding student records and confidentiality.

Promote student awareness of pertinent events within and outside the college via email and print communications, and prepare informational documentation as needed.
Supervise/train program staff and tutors to assist with technology and text-to-audio conversion. Evaluate program staff.

Responsible for management and supervision of the department budget. Create payroll work authorizations for department staff.

TVCC values **professionalism** in its employees. The following attributes and behaviors are identified as examples of what is expected of an employee:

- Display empathy and positive regard for others in written, verbal and non-verbal communications.
- Work effectively with colleagues and students by practicing punctuality, respect for deadlines, collaborative problem solving, and honest communication.
- Build trusting relationships by acting with integrity, courtesy, and responsibility, even in the face of stress or demanding workplace conditions.
- Maintain proficiency as needed and approved by attending trainings, reading job-related materials, and meeting with others in area of responsibility.
- Dress appropriately for a workplace with frequent customer service interaction and community outreach.
- Meet all required standards of confidentiality and safety. Maintain work areas in a clean and orderly manner.

**QUALIFICATIONS**

**MANDATORY:** Three years of experience working with adults with disabilities and a working knowledge of, and ability to read, documentation for learning disabilities and ADD/ADHD adults. Knowledge of state and federal laws pertaining to serving people with disabilities in postsecondary education. Demonstrated ability and/or experience in administration and supervision of a program. Organizational skills with the ability to establish priorities, manage multiple demands and projects, and meet deadlines; strong customer service orientation; attention to details are essential; and excellent verbal, written and interpersonal communication skills. Must work effectively with all levels of faculty, staff, and the college's diverse population of students. Handle multiple tasks and high volume of data entry with composure, confidentiality, tact and professional behavior and communication.

**PREFERRED:** Multilingual.

**PHYSICAL DEMANDS**

While performing the duties of this position, the employee is frequently required to sit, communicate, reach and manipulate objects, tools or controls. The position requires mobility. Minimum physical exertion. Duties involve moving materials weighing up to 5 pounds on a regular basis and up to 20 pounds on an occasional basis. Manual dexterity and coordination are required over 50% of the work period while operating equipment such as computer keyboard, mouse, calculator and similar machines.

**WORKING CONDITIONS**

Most work takes place in usual office working conditions, where the noise level is typical of most office environments with telephones, personal interruptions, and background noises. This position must effectively manage and deal with high stress and crisis situations that involve decisions regarding student and campus safety issues.

**SUPERVISORY RESPONSIBILITY**

Supervise part-time tutoring staff who work a combined total of 20 hours per week. Carries out other supervisory responsibilities in accordance with college policies and applicable laws.
Responsibilities include: interview, hire, and train employees; plan, assign, and direct work; reward and discipline employees; address complaints and resolve problems.

SUPERVISION RECEIVED
Works under the general supervision of the Dean of Student Services.

The above description covers the most significant duties performed but does not include other related occasional work.

Created 9/07; Updated 10/10

I have read and understand this position description.

________________________________________
Employee Signature                          Date