

COUNSELOR ASSISTANT

DEFINITION

To provide a wide range of technical and paraprofessional assistance to students, faculty and counselors in the delivery of counseling services to the community college student body.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from an educational manager.

May exercise technical or functional supervision over student assistants.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

Identify, prepare, and distribute information relating to available community college procedures, alternatives, career planning programs, and academic problem solving services.

Assist in providing supportive services by performing pre-counseling and follow-up activities relating to individual student cases and campus-wide programs and counseling activities.

Prepare and deliver student orientation sessions, involving the oral and written distribution of pertinent information to new and transferring students.

Coordinate schedules, plans, and activities for orientation sessions presented by counselors at community high schools.

Maintain and update counseling records pertaining to students' academic progress, course and major choices, career interests, and problem areas.

Refer students to available and pertinent college or community programs or services as necessary.

Maintain an up-to-date inventory on materials and supplies, and order equipment and facilities as needed.

May answer incoming telephone calls and respond to inquiries of general information; refer callers to other resources or offices as appropriate.

Participate in special activities, presentations, and workshops.

Compose correspondence, compile statistics, and prepare reports as necessary.

Assist in developing, administering, and monitoring the budget.

Schedule and followup on appointments arranged for students with counselors.

Select, train, and supervise student assistants.

Perform related duties as assigned.

(Over)

MINIMUM QUALIFICATIONSKnowledge of:

General policies, procedures, and regulations pertaining to community college services and programs.

Human relations and behavior.

Resources and materials available within the college or community to assist students in pursuing academic or vocational interests.

Philosophy and objectives of counseling programs.

Modern office methods, procedures, and equipment.

Communication skills, both oral and written; interviewing techniques.

Methods, techniques and approaches relating to effective oral presentations.

Skill to:

Provide direct and support counseling services to students working with college counselors.

Identify resources, services, and programs which can further assist students in vocational or academic pursuits.

Assist in identifying student concerns and problems, and suggest available alternatives for problem resolution.

Maintain and update student files and records.

Explain college procedures and policies effectively to students.

Understand and carry out both oral and written instructions in an independent manner.

Communicate effectively and tactfully in both oral and written form.

Train and supervise student assistants.

Perform a variety of planning, scheduling, and filing duties relating to counseling support services.

Establish and maintain effective work relationships with those contacted in the performance of required duties.

Experience and Training

Any combination of experience and training that would likely provide the required knowledge and skills is qualifying. A typical way to obtain the knowledge and skills would be:

Experience:

One year of experience in the general area of counseling or human service programs, preferably in a community college system.

Training:

Equivalent to completion of an Associate degree in human services, counseling, or a closely related field.