

MANAGER OF DISABILITY SUPPORT SERVICES

Class Code	OT Status	EEO Category	Represented Status	Salary Grade	Effective Date	Status	Pages
	Exempt	Officials/Administrators	Management	M3	08/31/06	Academic Administrator	1 of 2

DEFINITION: This position is responsible for planning, coordinating and supervising the operation of the Disability Support Services for college students. Manages and evaluates assigned supervisors, faculty and classified staff, in conformance with appropriate policies and procedures.

DISTINGUISHING CHARACTERISTICS: The Manager of Disability Support Services serves as an administrator overseeing several small educational services programs or projects for a college providing support services focused for students with disabilities. Programs include Learning Disabilities Program; Adaptive P.E. Program; the High Tech Center, Deaf Student Services and other support services for students with disabilities.

EXAMPLES OF DUTIES/ESSENTIAL FUNCTIONS: Duties/essential functions may include, but not be limited to, the following:

- Plan, develop, direct and evaluate college services including instructional support services, instructional programs and physical facilities to meet the educational and accessibility needs of students with disabilities.
- Identify and recruit eligible students with disabilities who need specialized assistance or instruction.
- Develop and maintain liaison with the State Chancellor's Office, high schools and area agencies which provide services to the disabled.
- Provide in-service training to faculty and staff to promote awareness of needs of students with disabilities.
- Supervise and evaluate supervisors, faculty and classified staff members.
- Identify architectural barriers and submit accessibility suggestions.
- Coordinate and provide services to students with varying disabilities, including students who are deaf.
- Prepare and administer Disability Support Services budget and reports.
- Coordinate advisory committee, and meetings for Disability Support Services. Serves on college and district committees as assigned.
- Provide advocacy and coordination for the College's reasonable accommodations process. Respond to public inquiries regarding Disability Support Services.
- Evaluate program effectiveness using a variety of survey and research methods.
- Employ appropriate techniques and strategies to resolve disputes and enhance communication and cooperation among members of Disability Support Services, the college, and District communities.
- Actively participates in and supports college and District shared governance components, activities, and other collaborative processes.
- Responds to and seeks resolution of complaints arising from program activities.
- Actively participates in and supports college and District shared governance components and activities and other collaborative processes.
- Interpret and analyze appropriate laws, policies, rules and procedures to determine impact on assigned program or project and oversee compliance and reporting strategies.
- Travels throughout the District in carrying out responsibilities and functions.
- Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:

Knowledge Of: Physical and learning disability services for students; Best practices in the field of learning disabilities and disability services; Effective research, analytical techniques, and report writing techniques; Computer-based technology for management of assigned program/project; the goals of shared governance; principles and practices of administrative organization and management, planning, supervising and evaluating the work of others, employee motivation and training; applicable federal, state, local, District and college laws, rules and regulations, and collective bargaining contract provisions; complex business level English usage, spelling, grammar and punctuation; modern office tools such as computers and printers; typical modern office computer software programs; report and presentation writing.

Ability To: Advocate for students with disabilities; Use organizational skills that enable performance of duties in a timely fashion with attention to detail; effectively communicate orally and in writing; manage



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financial resources effectively including determining how best to utilize resources, prepare budgets, and manage budgets and expenditures; use personal computers utilizing typical office software applications, including the Internet; work effectively with managers, faculty and staff in a participatory governance environment to accomplish the goals and objectives of the college and the assigned program or project; exercise good judgment; communicate effectively and constructively with persons of diverse cultures, language groups, and abilities; demonstrate sensitivity to and ability to work with the diverse academic, socioeconomic, cultural and ethnic backgrounds of community college students, faculty, and staff, including those with disabilities; establish and maintain effective working relationships with those contacted in the course of work; interpret and apply rules and regulations relating to DSS; effectively counsel, advise and interact with staff on a wide range of matters related to students with disabilities.

Education/Training:

Possession of a Master's Degree in Special Education, Learning Disabilities, Rehabilitation Counseling or other closely related fields and have two years of full-time experience or equivalent within the last four years in one or more of the following fields:

- 1) instruction or counseling or both in a higher education program for students with disabilities;
- 2) administration of a program for students with disabilities in an institution of higher learning,
- 3) teaching, counseling or administration in secondary education, working predominantly or exclusively in programs for students with disabilities; or
- 4) administrative or supervisory experience in industry, public agencies, the military, or private social welfare organizations, in which the responsibilities of the position were predominantly or exclusively related to persons with disabilities.

Experience: The equivalent to at least three years of full time instructional, student, and/or support services experience in an institution of higher education.

License/Certification: A valid Class C California Driver's License.

Desirable Qualifications:

- Knowledge of applicable sections of the California Education Code and Federal and State regulations applicable to students with physically and learning disabilities in the community college system, needs and requirements of the students with disabilities;
- Experience with diagnostic devices and programs for the disabled.
- Evidence of ability to develop and implement programs to serve students with disabilities
- Evidence of a sensitivity to and understanding of the diverse academic, cultural, disability and ethnic backgrounds of community college students.
- Experience in counseling adults with disabilities. Experience in coordinating services and knowledge of American Sign Language for adults who are deaf.

Actions: Newly created classification adopted by the Governing Board on 08/31/06.