



COMMUNITY COLLEGE
OF RHODE ISLAND

Office of Human Resources

POSITION DESCRIPTION

POSITION:	Counselor – Student Development
LOCATION:	Advising & Counseling Center
REPORTS TO:	Director of Advising & Counseling
GRADE:	CCRIPSA 12
WORK SCHEDULE:	Non-Standard, 35 hours per week
SUPERVISES:	May supervise professional and support staff

CCRI Mission:

The Community College of Rhode Island is the state's only public comprehensive associate degree-granting institution. We provide affordable open access to higher education at locations throughout the state. Our primary mission is to offer recent high school graduates and returning adults the opportunity to acquire the knowledge and skills necessary for intellectual, professional and personal growth through an array of academic, career and lifelong learning programs. We meet the wide-ranging educational needs of our diverse student population, building on our rich tradition of excellence in teaching and our dedication to all students with the ability and motivation to succeed. We set high academic standards necessary for transfer and career success, champion diversity, respond to community needs, and contribute to our state's economic development and the region's workforce.

JOB SUMMARY:

To provide counseling services to students in a manner that demonstrates commitment to the Community College mission and its diverse student population. Through a comprehensive, student centered counseling approach, provide development and educational assistance to students; to develop and present structured groups for positive growth; to develop, monitor and provide in-service training in counseling support programs; and to do related work as required. Ability to utilize a wide range of assessment instruments for personal, career and educational issues. To provide leadership for the professional staff; and to coordinate the Center's transfer, testing and advising programs. To administer and manage the Office of Advising and Counseling and the Assessment Center, by providing overall supervisor for the advising and counseling function, transfer function placement testing, and assessment functions including career, personality, and educational assessment.

Knight Campus

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Coordinate and oversee the day-to-day operation of Advising and Counseling while creating an interactive and participatory environment leading to professional growth and development of all staff.

Coordinate and review services provided to students including academic advising, testing, transfer and personal counseling: assess the techniques of the department counselors regarding services provided.

To provide developmental and educational support to students, or other clients of the college, in the form of short-term personal counseling. Conduct intake interviews, case recording and test interpretation that covers such situations as: treating emotional discomfort, developmental educational skills, academic advising, assisting students with college major and career choice, coping with problems of anxiety, assisting in obtaining treatment for seriously disturbed students, providing crises intervention and group counseling services for a similar variety of student concerns.

To design and implement effective outreach programs to help students meet some of their developmental educational needs. Related issues include the need to control anxiety, to learn to communicate effectively, to plan for the future, to study effectively, to become appropriately assertive and to cope with mood changes.

Experience and competence in the administration and interpretation of assessment instruments relating to personal, career and educational issues.

Maintain professional and effective relationships with students, faculty, administration and staff in order to assist students with the various aspects of registration, curriculum requirements, testing, challenge exams, career development and transfer.

To be responsible for the development of counseling support programs such as the maintenance of test files and the development and maintenance of career resource materials.

To thoroughly understand the Financial Aid Appeals as it relates to Satisfactory Academic Progress (SAP) policies and procedures in order to effectively explain them to students who are in violation of federal SAP guidelines and inform students about necessary corrective actions required. To review all financial aid appeals before submitting to designated Director for review and processing including but not limited to:

- Provide information to students about the Financial Aid Appeals processes and procedures
- Assist students in identifying semesters that triggered ineligibility. Explore and discuss w/ students mitigating/extenuating circumstances that contributed to their non-compliance.
- Evaluate and assess dispositional and situational circumstances to determine students' overall ability to perform and persist in order to achieve SAP.

- To assist students in developing financial aid appeal package when appropriate; review financial aid appeal applications to ensure that all requisite materials have been provided by the student; collect and forward financial aid appeal package from student when appropriate, ensuring that requisite materials have been provided by the student; Complete recommendation on Counselor Comment Sheet to accompany the student's appeal package for consideration by the Appeals Committee.
- To provide post-appeal services to students including additional academic advising and/or schedule adjustment based on denial or credit limitations imposed by conditional approval.
- To participate in initial and ongoing financial aid training to stay abreast of federal financial aid regulations; participate in initial and ongoing training to interpret the Enrollment Services portal page.
- To effectively utilize de-escalation techniques as required.

Maintain a timely awareness of changes in College and department policy to communicate with all staff.

Maintain professional and effective relationships with students, faculty and staff and administration in order to assist in continuity of information and availability of the Advising and Counseling office for needed services. Consult with faculty and staff regarding student educational or emotional needs and issues. Perform continual and effective contact with College departments to ensure communication and understanding of mental health, student concerns and department operations.

Develop, coordinate and review scheduling sessions for new incoming students and ongoing schedule appointments.

Day to day supervision of all fulltime, part-time and student workers related to the area of academic advising and counseling. Including but not limited to coverage needed for all hours Advising and Counselling is available to students, staff, and faculty.

Provide in service training for staff involved with registration, orientation, new student advising, and academic standards policy.

Demonstrate a commitment to the philosophy and mission of a comprehensive community college.

Work collaboratively in a diverse, inclusive and student-centered environment, with students of various learning styles, cultures, identities, and life-experiences.

Other duties as required.

QUALIFICATIONS:

Master's Degree in Counseling required.

1 to 2 years' supervisory experience

Professional counseling experience in a college setting required.

Must have knowledge and experience of placement testing, career, personal and educational assessment.

A thorough knowledge of Satisfactory Academic Progress (SAP) federal financial aid requirements.

A thorough knowledge of the principles, practices and techniques of counseling as applied to student problems and developmental needs and the ability to apply such principles, practices and techniques is required.

A thorough knowledge of individual emotional and behavior patterns as well as social and economic factors that contribute to student concerns is required.

Knowledge of psychological disorders and diagnostic skills are essential.

Ability to participate in a learning environment that focuses on a collaborative, creative team approach to the delivery of department services.

Strong interpersonal and communication skills are essential.

Knowledge and experience of educational testing and assessment required.

Must have demonstrated knowledge and experience in teaching utilizing innovative instructional strategies that support student success and the ability to recognize diverse learning styles.

LICENSES, TOOLS AND EQUIPMENT:

Knowledge and use of mainframe and personal computer software systems; calculating equipment; copying equipment; telephone system.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

CCRI is an Equal Opportunity / Affirmative Action Employer.

CCRI recognizes that diversity and inclusivity are essential to creating a dynamic, positive and high-performing educational and work environment and to helping prepare our students for lifelong success. We welcome applicants who can contribute to the College's commitment to excellence created by diversity and inclusivity.

CCRI prohibits discrimination, including harassment and retaliation, on the basis of race, color, national or ethnic origin, gender, gender identity or expression, religion, disability, age, sexual orientation, genetic information, marital status, citizenship status or status as a protected veteran. Inquiries or complaints concerning discrimination shall be referred to the College's Associate Vice President for Equity and Human Resources, Elizabeth Canning, ecanning@ccri.edu.

The Jeanne Clery Act requires institutions of higher education to disclose campus policy statements and crime statistics. Our annual report is available here: <http://www.ccri.edu/campuspolice/clery/report/>

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