



**Human Resources
POSITION DESCRIPTION (HR 120)**

CLASSIFICATION: Student Services Professional II	DEPARTMENT: Student Academic Services
WORKING TITLE: Undocumented Resource Area Coordinator	FLSA: Exempt
INCUMBENT:	

PURPOSE:

Learn by Doing is the core philosophy of Cal Poly, built on more than 100 years of hands-on learning and experiences that prepare students for meaningful careers and life-long aspirations. Cal Poly is home to more than 21,000 students, 42,000 parents and supporters, and 185,000 alumni. Student Affairs delivers innovative co-curricular learning experiences that directly impact student recruitment, retention, and graduation from Cal Poly. As one of the largest divisions on campus, it is committed to the active engagement, wellbeing, inclusion, and success of all students.

Student Academic Services (SAS) provides comprehensive programs that offer transition and retention services to students. These programs include the Academic Skills Center, Connections for Academic Success, Cal Poly Scholars Program, Educational Opportunity Program, Educational Talent Search, Student Support Services, Summer Institute and Upward Bound. Participation in these programs allow students access to counselors so students can utilize a wide array of enhanced support that promotes student success, self-advocacy, multi-cultural awareness, co-curricular involvement, timely progress toward their degree, career/graduate school planning and university graduation.

Under the general direction of the Assistant Director of Student Academic Services, the Undocumented Resource Area Coordinator is responsible for assisting in the planning, development, implementation, and assessment of programs and services offered by Student Academic Services to engage and support undocumented students, as well as students from mixed-status families, at Cal Poly. The Coordinator is responsible for assisting the Assistant Director in identifying opportunities, collaborating and maintaining relationships and partnerships within Cal Poly and the community to create, develop, and implement programs and services that support the retention and academic success of undocumented students.

Incumbents in the Student Services Professional II classification perform moderately complex professional student service work in that assignments typically require the application of both knowledge and judgment in using the principles, techniques, standards, guides and professional skills characteristic of a particular student service program or activity. This is the first level to require planning; both interviewing and counseling techniques; judgment to recommend solutions to problems and changes in program procedures; and acting as spokesperson within the area of expertise.

DUTIES AND RESPONSIBILITIES:

The following examples illustrate typical work activities and are not meant to be all inclusive or restrictive:

Departmental assignments will be evaluated on an annual basis to ensure alignment with program needs and priorities. This may lead to cross-functional assignments among staff and may entail support for one or more Student Academic Services programs.

ESSENTIAL JOB FUNCTIONS **Daily 90%**

Student Support and Coordination

- Assists the Assistant Director in designing and developing programs and services to provide support, advice, and referrals related to various issues and challenges unique to undocumented students.
- Serves as a campus resource for undocumented students, and has a working knowledge of federal, state, local legislation, rules, policies, and procedures pertaining to AB 130/131/540, Deferred Action for Childhood Arrivals (DACA), and federal immigration law and policy. Provides appropriate trainings and resources for administrators, faculty, staff, and students.

- Develops and conducts specialized orientation sessions for students and parents, on-going programs, and outreach events to forge bonds among undocumented students, to facilitate their integration into a welcoming and safe campus community, and to promote academic and personal success.
- Assists in the development and implementation of a communication plan to provide potential, incoming, and enrolled undocumented students with timely information on programs, resources, opportunities, events, activities, important deadlines, and academic and co-curricular enrichment opportunities.
- Assists the Assistant Director in seeking and composing grants for external funding and supports other fundraising efforts.
- Prepares newsletters, electronic and print communications, and announcements for programs and events related to the Undocumented Resource Area.
- Works collaboratively with on-campus offices and programs to serve as a resource for overcoming challenges faced by undocumented students. Consults with Career Services about promoting career and financial development opportunities to support undocumented students.
- Assists the Assistant Director in identifying, developing, and/or maintaining existing relationships with local, regional, and national resources and organizations to establish a network of programs and services in support of undocumented students.
- Works with campus and off-campus colleagues to develop and provide ally trainings to administrators, staff, faculty and ally students to increase the understanding of the needs of undocumented students.
- Analyzes data and produces reports regarding diversity issues that affect undocumented students to inform program recommendations for the improvement of campus climate.
- Provides individual support to students with a wide variety of issues, makes appropriate referrals and works collaboratively with various departments to ensure student's academic success.
- Keeps abreast of research and literature on student trends and emerging populations in higher education, specifically in relation to undocumented students.
- Advises the Assistant Director on issues and concerns affecting the undocumented student population.
- Develops and maintains website and other Undocumented Resource Area materials to provide current information to undocumented students, their families and allies.
- Represents the Undocumented Resource Area and Cal Poly at community and other off-campus events.

OTHER JOB FUNCTIONS

As Needed 10%

- Recruit, hire, train, supervise and revise responsibilities for graduate assistants, Americorps interns, and student staff, including defining job description, evaluations and other related responsibilities. Participate in Student Academic Services bi-monthly core meetings and activities.
- Participate in computer and other technological training required by department.
- Participate and represent the department in assigned Student Academic Services, Student Affairs and other university committees and activities.
- Perform other job-related duties and special projects as assigned.
- Attend training and maintain skill currency as appropriate to safely and effectively complete assignments.

MINIMUM QUALIFICATIONS:

EDUCATION AND EXPERIENCE: Bachelor's degree and two years of professional experience in one of the student services program areas or in a related field; OR a Master's degree and one year of experience.

LICENSES, CERTIFICATES, DEGREES, CREDENTIALS: None

REQUIRED QUALIFICATIONS (SKAs):

- Working knowledge of the principles, practices and trends of the Student Services field as well as general knowledge of the policies, procedures and practices of providing student services support to underrepresented, first generation, and/or low income students.
- General knowledge of the methods and problems of organizational and program management.
- General knowledge of research and interview techniques; and of the principles of individual and group behavior.
- Ability to interpret and apply program rules and regulations.
- Ability to use initiative and resourcefulness in planning work assignments and in implementing long-range program improvements.
- Ability to obtain factual and interpretative information through interviews.
- Ability to reason logically.
- Ability to collect, compile, analyze and evaluate data and make verbal or written presentations based on these data.
- Ability to advise students individually and in groups on routine matters where required.

- Ability to recognize multicultural, multi-sex and multiage value systems and work accordingly.
- Ability to establish and maintain cooperative working relationships with faculty, CSU administrators, student organizations, private and public agencies and others in committee work, and student advising and community contacts.
- Ability to rapidly acquire a general knowledge of the overall operation, functions and programs of the Student Affairs division at Cal Poly.
- Demonstrated ability to make decisions and carry through actions having implications with regard to other program or service areas.
- Thorough knowledge of the principles of individual and group behavior.
- General knowledge of individual counseling techniques.
- Ability to obtain information through various tools and collect, compile, analyze and evaluate data.
- Ability to speak publicly to large groups.
- Ability to maintain and update electronic and print media, including publications and other marketing and communications materials for program outreach and enhancement.
- Ability to provide lead work direction.
- Ability to use tact and diplomacy to effectively handle a broad range of high level and sensitive interpersonal situations with diverse personalities, and to respond appropriately to conflicts and problems.
- Demonstrated ability to initiate, establish, and foster communication, teamwork as well as maintain effective working relationships with a diverse population who come from a various cultural backgrounds.
- Excellent communication skills; ability to effectively communicate information in a clear and understandable manner, both verbally and in writing.
- Thorough knowledge of English grammar, spelling and punctuation.
- Demonstrated ability to maintain a high degree of confidentiality.
- Excellent organizational, delegation and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.
- Excellent computer skills and proficiency with a variety of computer applications including word-processing, spreadsheets, databases, on-line systems, Internet as well as online calendaring and email.
- Working knowledge of, or ability to quickly learn University infrastructure, policies and procedures.

PREFERRED QUALIFICATIONS:

- Master's degree in Counseling, College Student Development, Higher Education, or a directly related field.
- Bilingual in Spanish/English.
- General knowledge of AB540/DACA laws and the effect on students.
- Experience working with AB540/DACA/undocumented students.
- Experience working with students from low income, traditionally underserved, and traditionally disadvantaged backgrounds (e.g. former foster youth, undocumented students, etc.).
Experience developing, planning, and implementing workshops or other programming aimed at supporting students, including undocumented students.

SPECIAL CONDITIONS:

- Must be willing and able to work occasional extended work weekdays and weekends.
- Must be willing to accept reassignment of duties if needed and to participate in cross training.
- Must be willing to travel and attend training sessions related to policies, procedures and technological advancement as it pertains to position requirements.
- This position classification has been defined as "Exempt" and is not subject to the overtime provisions of the Fair Labor Standards Act (FLSA).
- The person holding this position is considered a 'mandated reporter' under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.
- Must be able to successfully pass a pre-employment background/fingerprint check.