Director, Learning Support Services

Barstow Community College District

JOB DESCRIPTION

Range 14 on the Management Salary Schedule

Under the direction of an area Dean, the Director of the Learning Support Services has the primary responsibility for providing vision, leadership, and management of programs and services designed to facilitate student learning and promote student success. This includes library services, tutoring services, supplemental instruction, structured study hall, academic skills workshops, early alert program, testing, open computer lab, teaching support services, and other ongoing instructional support initiatives.

REPRESENTATIVE DUTIES

1. Provide management to the development and implementation of innovative strategies to support student learning and retention through graduation
2. Collaborate with academic departments and support programs to develop and implement innovative programs and strategies to support student learning in the classroom
3. Oversee the development of a comprehensive tutor training program and the expansion of other learning support programs such as supplemental instruction, structured study hall, academic skills workshops, early alert through Starfish program, and other ongoing learning support services
4. Recruit, hire, supervise, evaluate, coordinate, train and schedule work load for assigned staff, teaching assistants, and temporary workers;
5. In collaboration with the Librarian, responsible for the efficient management of the library, including operations, participation in budget development, supervision of library staff, and the effective coordination of library services with the Barstow College community.
6. Responsible for the efficient management of the Teaching and Learning Support Center (TLSC), including operations, budget, supervision of TLSC staff, and the effective coordination of learning support services with the Barstow College community
7. Collaborate with college faculty to effectively connect classroom teaching and learning to Library and TLSC practices and outcomes.
8. In collaboration with faculty and respective departments, develop and implement various forms of educational technologies in support of the Library and the TLSC, including online services.
9. Develop appropriate initiatives to meet students' needs and to assist the College in achieving its mission and vision.
10. In collaboration with the Librarian, assess, monitor and evaluate the needs of the Library, including the development and implementation of policies and procedures, as well as establishing measurable outcomes.

11. Participate in an on-going planning process that includes specific goals, objectives, activities, and time frames; assist in the development of the Library and the TLSC annual budgets; develop annual goals and action plans.
12. Attend relevant professional development training, statewide meetings, and activities related to assigned area.
13. Ensures compliance with education code, board policy, federal and state laws and regulations, college policy and accreditation requirements.
14. Monitor the collection and use of data to guide effective administrative decision-making and needs assessment
15. Develop outreach and publicity efforts to create awareness of Library and TLSC services through a variety of communication channels and methods; collaborate with relevant departments to promote the Library and the TLSC.
16. Develop, implement, and maintain a plan for securing, maintaining, updating, and replacing computer equipment, software, and testing materials; implement security and test monitoring procedures for all proctored exams and materials to ensure the integrity of test instruments and student results.
17. Participate in and/or chair various District committees as assigned.
18. Remain current on research, best practices and new initiatives regarding library services, tutoring, testing, proctoring, and learning support, and provide update to faculty, staff, and student workers through classes, workshops, and one-on-one training as appropriate.
19. Perform other duties as assigned.

MINIMUM QUALIFICATIONS

- Bachelor's degree or higher
- Two or more years in a higher education environment
- Demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, ethnic, and disability backgrounds of community college students and employees.

DESIRABLE QUALIFICATIONS

- Three or more years of teaching experience in higher education
- Three or more years of increasing level of responsibility in a tutorial or learning center environment including the supervision and direction of work of others

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF

- Higher education in community colleges, including the mission of the California Community Colleges
- Principles and practices of tutoring, supplemental instruction, learning resources, general management and supervision
- Principles and practices of administration, supervision and training
- Interpersonal skills using tact, patience and courtesy

- Adult learning theory and practices which promote effective teaching and learning
- Instructional technology and active learning strategies
- Education Code, Title 5; District policies and procedures
- Current office and educational computer software
- Budget practices
- Staff and organizational development models
- Policies and objectives of assigned program and activities

ABILITY TO:

- Plan, organize, develop, implement, and evaluate programs and services
- Manage faculty and staff
- Work cooperatively and coordinate projects with other administrators and staff to offer effective services to students
- Establish and maintain effective, harmonious, and collaborative relationships with a diverse population of students, staff and community
- Serve as an effective leadership team member
- Prepare and submit reports to supervisors and reporting agencies
- Communicate effectively both orally and in writing
- Work effectively with students, faculty and staff from diverse backgrounds and promote access and equity
- Demonstrate an understanding and sensitivity to the needs of diverse students, especially those from traditionally disadvantaged backgrounds
- Utilize computer technology and appropriate software programs
- Demonstrate organizational skills and initiative
- Engage in creative problem solving

Board Approved: June 19, 2019