Position: Student Support Services Coordinator	Salary Grade: 21
Department: Student Services	FLSA: Non-exempt

Summary

Under the direction of an administrator, performs a variety of clerical duties and responsibilities related to Financial Aid, Veterans, Board of Governors fee waivers, and California Student Aid Commission programs; as well as coordinating support services to disadvantaged populations including veterans, foster youth, homeless youth and other at-risk populations. Determines eligibility for veteran's benefits, Chafee Grant, direct aid programs, and more in accordance with District policies and federal, state, and local requirements. Provides technical assistance and information to students, staff and the public. Serves as a liaison for students with campus faculty, staff, and administrators as well as with multiple community and state agencies. Performs a variety of duties in support of program goals and the implementation of the College's Student Success and Equity Plan.

Essential Duties and Responsibilities

- Assists students; provides information regarding eligibility requirements, types of available assistance, and opportunities for self-help and resolves complex issues.
- Assists students in completing applications, reviews for completeness and accuracy ensuring that necessary supporting documentation is submitted; compiles all necessary documentation and prepares folder for verification and awarding process.
- Keeps informed of present and pending laws, rules, regulations and interpretations pertaining to financial aid, foster youth, homeless youth and veteran's programs in order to apply them to student situations.
- Creates a variety of forms, reports, correspondence, work orders, etc.
- Acts as state mandated Homeless Youth liaison; coordinating with the county and other outside agencies to provide services to students. Makes recommendations to increase access.
- Acts as the Foster Youth Services Initiative liaison with outside organizations; coordinates with the Foster Kinship Care Education Program; monitors foster youth and makes recommendations to increase access.
- Coordinates the Chafee Grant program for Foster Youth; determines and certifies continued eligibility; monitors funds, posts payments and reports results electronically via Web Grants.
- Disburses Chafee Grant funds to students based on continued eligibility and availability of funds.
- Certifies enrollment of veterans and their dependents to the Veteran's Administration through the VA Once system and acts as liaison with other the Veteran's Administration in regards to veteran's programs.
- Responsible for maintaining all veterans' files and participates in annual audit in accordance with VA regulations. Makes changes according to auditors' evaluations.
- Interprets, processes, and resolves complicated veteran certification issues. Resolves complicated billing issues between the Department of Veterans Affairs and the Business Office.
- Monitors academic progress, attendance and course completion of Veterans receiving GI Bill benefits, reporting all changes in course load and/or billing to the VA. Reports final grades, graduation, and academic probation status per VA guidelines.

- Conducts various meetings to provide financial aid and veteran's benefits counseling; presents general financial aid and veteran's program information and individual instructions to local high schools, community groups, and college classes. Coordinates activities, events, and presentations in the Veterans Resource Center. Advises and participates in student group activities on campus. Organizes and participates in cultural and social activities for students that may require extended or varying work hours.
- Provides work direction to VA Work Study student employees, including the interviewing and hiring; completes and submits VA Work Study contracts and timecards to the VA for approval. Monitors students for eligibility in the VA Work Study program
- Coordinates with Director of Military Programs to Submits course catalog and application for approval to the California State Approving Agency for Veterans Education, Bureau for Private Postsecondary and Vocational Education and the Veterans Administration for approval to pay veterans for specific programs offered at Barstow Community College. Compiles and submits necessary information for continued designation as Veteran and Military Friendly School.
- Coordinates and performs a variety of specialized duties to support recruiting and retention of homeless youth, foster youth and veterans to ensure a supportive atmosphere Coordinates support services including textbook, school supplies, transportation, and meal assistance in addition to matriculation assistance, academic advising, resource referrals, and targeted workshops and events dependent on available budget. Plans, organizes and conducts outreach activities targeting foster youth, homeless youth, and veterans.
- Monitors academic progress, attendance and course completion of program participants to ensure eligibility. Collects and records statistical and demographic information about program participants. Inputs data onto an automated information system using established data entry screens. Information is used for determining funding levels.
- Collaborates with outside agencies to bring resources on campus for students including, but not limited to, Department of Veterans Affairs, Vocational Rehabilitation, High Desert Vet Center, Mental Health counselor(s), County officials, Social Services, and more. Makes appropriate student referrals.
- Assists in coordinating the annual Financial Aid Awareness events, the annual scholarship program and Honors Day event. Coordinates annual Veterans Day event and motivational speaker events. Prepares and delivers advertisements, brochures, newsletters, and informational materials and consults with local print and other media to promote interest.
- Types a variety of correspondence and statistical reports; operates a computer for word processing, design and layout for flyers, publications, and forms, assists with database development and maintenance, charts and spreadsheets, etc.
- Advocates and provides support, data and information to assist with securing grant funding.
- Orders office supplies as well as outreach supplies, Veterans Resource Center supplies, and items needed for student support services. Maintains equipment in office and Veterans Resource Center.
- Serve on a variety of District committees as requested. Serve as a point of contact for members of the local community and local school districts desiring information about the college's programs for specific populations. Establishes and maintains communication between the College and community organizations to coordinate services and to utilize community resources for students. Distributes information in writing or by speech to individuals and groups with high propensity to use services. Develops and distributes materials to publicize resources in the community.
- Provide assistance in the planning, review, development, implementation, and evaluation of the

College's Student Success and Equity Plans. Assist in the data collection and data entry for the assessment of how the College is meeting the objectives within the plans. Provides assistance in the operational and long-range planning for the support of student success and equity initiatives to include access, retention, and completion efforts.

- Assist with the collection and analysis of data for program review and assessment of student learning and service area outcomes.
- Performs a variety of duties relative to the current classification.

Qualifications

Knowledge and Skills

- Requires a basic knowledge of District policies and procedures; methods and practices of financial record keeping modern office practices and procedures; modern office equipment, including computers; filing systems, receptionist and telephone techniques; correct English usage; letter and report writing; the regulations, policies and procedures of federal and state financial aid and veteran's programs.
- California Community College Certificate, degree, and transfer program requirements.
- Funding sources, requirements and services available to students from other agencies. Interpersonal skills using tact, patience and courtesy.
- Requires sufficient human relations skill to convey technical concepts to students, exercise patience, make presentations to outside agencies and employers, and sell the program.
- Requires sufficient oral and written language and human relations skill to convey technical concepts to faculty and students, exercise patience, resolve confrontation, and conduct in-service training.

Abilities

- Ability to understand and apply District policies and procedures; perform a variety of clerical work; perform mathematical calculations with accuracy; utilize computers and associated software programs; learn and interpret regulations, policies, and procedures of financial aid and veteran's programs; operate office equipment including calculators, fax machines, copiers, printers, etc.; utilize keyboarding skills commensurate with this position; work independently; apply good judgment; accurately research information and prepare reports and correspondence; maintain cooperative relationships; follow oral and written instructions; demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college.
- Ability to work with high-risk populations exercising discretion and professionalism. Requires the ability to establish and maintain positive relationships with students, faculty, staff, regulatory agencies, and community contacts

Physical Abilities

Requires ambulatory ability to sit in front of a computer screen for extended periods of time. Requires sufficient hand, arm, finger dexterity to operate computer keyboard, typewriter or other office equipment. Requires visual acuity to read words and numbers. Requires speaking and hearing ability sufficient to hear over phone and carry on routine conversations. Requires sufficient ambulatory ability to move to various work locations. Requires sufficient hearing and auditory ability to carry on conversations in one-on-one and small group settings and deliver in-service type training and presentations.

Education and Experience

Associate Degree AND two (2) years of experience closely related to the duties and responsibilities of this class or four (4) years of experience closely related to the duties and responsibilities of this position. Financial aid experience and/or experience in providing student support services specifically for disadvantaged student groups and at-risk populations preferred. Additional experience with mental health and disability awareness preferred.

May require a valid driver's license. Ability to complete School Certifying Official training through the Department of Veterans Affairs Mental Health training/certification encouraged.

Board Approved: May 15, 2019