



Classification Description

Job Title: Director, Student Support Services-
Care and Adaptive Services

Pay Grade: 120

Job Code: 4258

FLSA Status: Exempt

Job Purpose

The Director, Student Support Services provides leadership, guidance, assessment, and implementation of Care and Adaptive Services departments. For Care Services, the Director will provide intervention and support resources for students whose behaviors raise concern, crisis response, and/or general wellness. For Adaptive Services, the Director is responsible for compliance with the Americans with Disabilities (ADA) Act, Sections 503 and 504 of the Rehabilitation Act of 1973, and other federal and state laws and regulations pertaining to persons with disabilities, along with education, support, and programming for all FSW campuses for Adaptive Services.

The scope of responsibility includes public and student access to educational programs and facilities.

This position administers and directs a comprehensive College wide program(s) for students with disabilities to ensure the College maintains compliance with federal and state laws designed to eliminate discrimination.

The Director is a key stakeholder in accountability for student retention and ADA education and compliance and serves as a resource for faculty. The Director also provides supervision for the Care Services. This position reports directly to the Associate Vice President of Student Life.

General Responsibilities

Essential Functions

Ensures that appropriate processes are in place to provide for the prompt and equitable resolution of complaints and inquiries from College students, as well as the public regarding compliance with the ADA and other applicable federal and state laws regarding discrimination on the basis of disability.

Assists Associate Vice President, Student Life with implementation of special projects, initiatives, partnerships, programming, education, and marketing, and any programs associated with Care Services.

Manages, coordinates, and implements all outreach for Care and Adaptive Services.

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Co-chairs Care Team with Associate Vice President, Student Life.

Supervises Assistant Director of Adaptive Services, Care Case Coordinator, and Administrative Specialist, Care and Adaptive Services.

Maintains and manages all business, budget, and staffing operations of the Care and Adaptive team. Develops appropriate protocols for recording the activities of the team as well as creating and maintaining policy and procedure manual.

Meets directly with any FSW student to provide thorough and effective interventions, support, and resources for students.

Utilizes Maxient system (FSW's case management system) to record all interactions and communications with students. Runs regular reports and shares information to stakeholders. Responsible for accuracy of all data related to CARE in Maxient.

Develops and conducts regular and on-going presentations, outreach, workshops, student organization presentations, and training programs throughout the year that guide FSW students, staff and faculty related to mental and behavioral health of students.

Maintains and manages budgets for Adaptive and Care Services.

Maintains accurate information and documentation and provides regular updates in Maxient for Care and Adaptive Services.

Provides leadership in the administration, organization and development of College support services for students with disabilities; assures consistency of objectives, as well as compliance with policies and procedures College-wide for Care and Adaptive Services.

Ensures the College offers a wide variety of services to students with disabilities, including determining appropriate accommodations.

Communicates reasonable accommodations to faculty and staff, implements test proctoring accommodations, offers access to the latest in Adaptive computer technologies and a variety of auxiliary aids, as well as creates social and recreational programming opportunities.

Maintains communication with faculty and staff College-wide and various agencies to coordinate program services, exchanges information and referral services for students with disabilities.

Maintains accurate and complete student records for Adaptive and Care Services, by documenting information in a timely manner.

Maintains knowledge of current legislation and technology related to programs and services for students with disabilities.

In collaboration with College leadership, works to increase awareness of disability to promote and further the integration of disability considerations into the College's culture, policies, and practices.

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Identifies and provides strategies/techniques to students with disabilities which promote self-awareness and increase opportunities to overcome personal, social, or behavioral problems affecting educational goals.

Plans, organizes and arranges appropriate staff development programs and activities for faculty and staff to increase awareness and ensure the exchange of appropriate information.

Notifies FSW Facilities department of access issues in order to assist in the elimination of campus architectural barriers.

Creates and implements programming, education, and training for all four (4) campuses with Adaptive and Care Staff.

In cooperation with appropriate College leadership, assists with developing and implementing quality improvement initiatives and other administrative directives, as requested.

In collaboration with the appropriate College leadership, promotes the enrollment of students with disabilities into vocational and educational programs, both off-campus and on-campus.

Implements training and education to all students, faculty, and staff to ensure that all four (4) FSW campuses are ADA compliant.

Manages recruitment of students with disabilities, intake services, accommodations and the provision of auxiliary aids, as well as alternate formats of printed materials, and works closely with Director, Student Transitions.

Supports Assistant Director, Adaptive Services in supervision, training, and assigning tasks to Student Assistants.

Manages and requests interpretative and transcriptionist services with local entities based on supporting documentation of disability.

Coordinates funding and provides referral services through other community agencies for students with disabilities College-wide.

Collects data, prepares and disseminates reports specifically documenting progress toward and completion of all program objectives.

Manages daily operation of the Lee Campus Office of Adaptive and Care Services. Maintains effective communication and training with Charlotte, Collier, and Hendry/Glades Adaptive Services staff to ensure consistency of services College-wide. Meets regularly as a College-wide team to promote continuity and consistency within the program/department.

Performs other duties as assigned.

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These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Master's degree from a regionally accredited institution of higher education in Higher Education, Psychology, or related field.

Three (3) years of full-time related professional work experience, preferably with regards to effective implementation of reasonable accommodations with a variety of disabilities within a post-secondary atmosphere.

Ability to independently travel to all FSW campuses in Lee, Charlotte, Collier and Hendry counties and other locations for College business.

Experience using a personal computer, office software such as MS Office and Learning management system, data bases like BANNER and Maxient, as well as electronic mail.

Demonstrated ability to:

- Use previous experience to implement the interactive process with students with disabilities or at-risk students in a post-secondary educational system effectively.
- Use knowledge of Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Amendments Act of 2008, the Family Educational Rights and Privacy Act, and other appropriate laws through the interactive process.
- Embrace the ideals of universal design, diversity and inclusiveness and support the equal rights of all people by advancing the understanding and appreciation of differences.
- Provide flexible, responsive and high-quality services to all, be they students, community patrons, faculty or staff, and continuously assess processes and procedures and revise accordingly.
- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position and implement effectively in a timely manner.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Take initiative and independently plan, organize, coordinate and perform work in various situations in a fast pace environment where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work proficiently in a fast-paced, demanding environment.
- Work autonomously in a fast-paced environment.
- Exhibit solid organizational skills and be detail oriented.

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- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: May 29, 2024.