



BARSTOW COMMUNITY COLLEGE JOB DESCRIPTION

Classification Title:	Dean of Counseling and Student Success	Salary Grade: Management 19
FLSA:	Exempt	Date Board Approved or Revised:

PRIMARY PURPOSE:

The Dean of Counseling and Student Success serves as the administrator providing executive leadership, oversight, and administrative direction for counseling, educational planning, student success, and Student Equity services, with accountability for advancing equitable outcomes and closing achievement gaps for disproportionately impacted student populations through the use of data informed practices, measurable outcomes, and continuous improvement strategies, and is responsible for the administration and supervision of Counseling Services, Student Success, Student Equity, Disabled Student Programs and Services (DSPS), and other related and assigned areas within Student Services across all locations. The Dean leads the planning, development, implementation, and evaluation of counseling programs and services including the Transfer Center, Accessibility Coordination Center and Educational Support Services (ACCESS), Special Programs, Mental Health Services, athletics counseling, and crisis intervention; supports collegewide student success and Student Equity initiatives; ensures the use of data to inform decision making, resource allocation, and program improvement; directs the work of counseling faculty and classified staff; conducts professional meetings; coordinates the student discipline process; and is responsible for the hiring, assignment, supervision, development, and evaluation of counselors and support staff, as well as the development and management of program budgets.

The Dean collaborates with the Articulation Officer to facilitate alignment, accuracy, and effective communication of articulation, curriculum-related information, and transfer processes to improve services for students and personnel. The Dean also collaborates with and supports efforts to improve success and advance Student Equity outcomes across Student Services programs, initiatives, and assigned areas, ensuring the integration and alignment of services to advance equitable access, retention, persistence, completion, and postsecondary outcomes, and supporting the development, implementation, and reporting of related plans and requirements in accordance with California Education Code, Title 5 regulations, and California Community Colleges Chancellor's Office priorities.

SUPERVISION RECEIVED AND EXERCISED:

The incumbent works under minimal supervision from an administrator and exercises independent judgment in daily operations. Provides directions, leadership, and evaluation to staff.

ESSENTIAL DUTIES and RESPONSIBILITIES:

Examples of essential functions are interpreted as being descriptive and not restrictive in nature. The description below is intended to provide a summary of the typical functions of the position and is not intended to be an exhaustive or comprehensive list of all possible responsibilities, tasks, and duties of the position.

1. Leads, trains, supervises, assesses, and evaluates counseling services and programs, and other related and assigned areas within Student Services across all locations, to ensure effectiveness, efficiency, and alignment with institutional goals.



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2. Ensures provision of student-centered services and supports student success and equity initiatives.
3. Provides leadership and oversees the planning, supervision, assessment, and evaluation of the Transfer Center, ACCESS, Special Programs, Basic Needs, Student Equity, and The Mindful Space, including their programs, services, personnel, interagency reports, contracts, and budgets.
4. Provides leadership and oversees the planning, supervision, assessment, and evaluation of assigned programs, including services, personnel, interagency reports, contracts, and budgets.
5. Leads, trains, supervises, evaluates, and provides information to staff to enhance their ability to accomplish the area's objectives, vision, and mission.
6. Provides leadership for Mental Health counseling services, student health and wellness, and student discipline. Coordinates and communicates with counseling faculty and other appropriate support services regarding student needs, applicable regulations, crisis response processes, appeals, academic concerns, and referrals for specialized assistance.
7. Oversees the preparation of counseling schedules and collaborates with the Instructional Dean to support the coordination of teaching assignments in alignment with institutional processes and applicable collective bargaining agreements. Designs and implements tracking and evaluation systems to assess student progress; develops and maintains systems for accurate and up-to-date student records; ensures confidentiality and privacy of information; and authorizes and monitors unassigned time, reassigned time, and changes in faculty assignments.
8. Establishes service-level standards for staff. Monitors, coaches, and evaluates the staff performance to departmental objectives and personal development targets.
9. Collaborates with administrators, faculty, and staff to develop and coordinate programs and services that support instructional and student services to meet the needs of a diverse student population.
10. Collaborates with the Articulation Officer to ensure agreements with four-year colleges are current, maintained, archived, and communicated to faculty, staff, students, colleges, and oversight agencies.
11. Ensures compliance with applicable federal and state laws, regulations, and accreditation standards governing counseling and student services programs, including faculty assignment, student educational planning, DSPS services, student conduct processes, and related requirements (e.g., California Education Code, Title 5, accreditation standards).
12. Organizes and oversees planning for orientation services, counseling, advising, and follow-up with targeted students such as those who are underrepresented, undecided, in need of supplementary services, or on academic probation; provides leadership in the use and oversight of Scheduling and Reporting System (SARS) and other student appointment, tracking, and case management systems to support service delivery, student engagement, reporting, and student success and equity efforts.
13. Provides leadership and accountability for the planning, implementation, monitoring, evaluation, and continuous improvement of the Student Equity and Achievement Program, Title 5, and other state and federally funded categorical and grant initiatives; ensures alignment with the Student Equity Plan, Vision for Success, and Guided Pathways; oversees the development and submission of required plans and reports including Vision-Aligned



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Reporting (VAR) and MIS data reporting; ensures data integrity and outcome tracking for disproportionately impacted student populations; interprets and applies federal, state, and Chancellor's Office regulations to ensure compliance and fiscal accountability; leads the development and evaluation of new and emerging student success, access, and equity initiatives; develops and monitors budgets, maximizes financial resources, participates in and chairs committees, task forces, and special assignments, and ensures accuracy of print and online publications related to the area of responsibility.

14. Reviews programs and services to ensure that they are consistent with the college's strategic plan and to ensure diverse ethnic, cultural, and gender perspectives are included; leads the efforts for the identification of program opportunities during the annual program review and uses results to implement appropriate solutions.
15. Serve as evening or weekend administrator on a rotational basis with other administrators to support campus operations.
16. Participate in shared governance through service on planning and/or operations committees and task forces; attend meetings of Board of Trustees and appropriate District, College, and employee functions.
17. May serve on a variety of District and/or college committees, as requested.
18. May attend and participate in meetings, trainings, workshops, conferences, and/or professional development opportunities, as needed.
19. Perform other related duties that support the overall objective of the position.

EDUCATION AND EXPERIENCE:

- Master's degree from an accredited institution in Counseling, Psychology, Social Work, Career Development, Rehabilitation Counseling, Marriage and Family Therapy, Marriage, Family, and Child Counseling, or a related discipline.
- And, one (1) year of progressively responsible leadership experience in counseling, student services, or a related educational setting, including supervision of staff and/or faculty, program administration, and responsibilities reasonably related to the administrator's administrative assignment.

KNOWLEDGE, SKILLS, AND ABILITIES:

Individuals must possess the knowledge, skills, and abilities or be able to perform the essential functions of the assigned classification, with or without reasonable accommodation(s), using some other combination of skills and abilities.

Knowledge of:

- The mission, structure, governance, and regulatory framework of the California Community Colleges, including the California Education Code, Title 5, and related federal and state laws and regulations governing counseling, student services, and instructional support programs.
- Accreditation standards and processes of The Accrediting Commission for Community and Junior Colleges (ACCJC), including program review, continuous improvement, and institutional effectiveness requirements.



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- Principles, practices, and trends in counseling, student services, and student success programs in higher education, including services supporting diverse, disproportionately impacted, and at-risk student populations.
- Strategic planning, enrollment management, student success initiatives, and equity-centered frameworks within a community college environment.
- Data-informed decision-making, including the use of student success metrics, service area outcomes, and equity indicators to guide program development, evaluation, and resource allocation.
- Principles and practices of faculty supervision, evaluation, workload assignment, and operations within a collective bargaining environment.
- Applicable regulatory and compliance requirements for student services programs, including counseling, DSPS, student conduct, mental health services, and confidentiality requirements (e.g., Family Educational Rights and Privacy Act (FERPA), Health Insurance Portability and Accountability Act (HIPAA)).
- Crisis intervention, behavioral assessment, and student conduct processes within a higher education setting.
- Budget development, administration, and fiscal management practices in a public sector and categorical funding environment.
- Articulation, transfer pathways, and intersegmental coordination with four-year institutions and external partners.
- Modern administrative practices, including program management, records management, and the use of enterprise systems such as ERP platforms, student tracking systems (e.g., SARS), and emerging technologies.
- Principles of equity, diversity, inclusion, and culturally responsive practices in higher education.

Skills:

- Strategic leadership and program administration, including planning, organizing, directing, and evaluating complex student services and counseling programs.
- Data analysis and interpretation to assess program effectiveness, identify trends, and support evidence-based decision-making.
- Effective written and oral communication, including the preparation of reports, policies, and professional correspondence.
- Interpersonal and relationship-building skills to collaborate effectively with faculty, staff, administrators, students, and external partners.
- Conflict resolution, mediation, and facilitation in sensitive and complex situations.
- Organizational and project management skills with the ability to manage multiple priorities, deadlines, and operational demands.
- Budget monitoring, resource allocation, and fiscal oversight.

Ability to:

- Plan, organize, direct, and evaluate counseling and student services programs in alignment with institutional goals, accreditation standards, and regulatory requirements.
- Interpret, apply, and ensure compliance with applicable laws, regulations, policies, procedures, and collective bargaining agreements.
- Supervise, evaluate, and support the professional development of faculty and staff in a collaborative and inclusive environment.



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- Analyze complex situations, exercise sound judgment, and make effective decisions in high-impact and sensitive circumstances.
- Develop, implement, and assess strategic initiatives that promote student access, retention, equity, and success.
- Manage budgets and allocate resources effectively to support program goals and compliance requirements.
- Communicate effectively with diverse populations and maintain strong working relationships across the institution and with external partners.
- Maintain confidentiality and exercise discretion in handling sensitive information.
- Adapt to changing priorities and operate effectively in a dynamic, fast-paced environment.
- Demonstrate cultural competence and sensitivity to the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of students, faculty, and staff.

SPECIAL REQUIREMENTS, LICENSES, and/or CERTIFICATIONS

- Travel may be required for various off-site meetings, trainings, conferences, and/or events in support of the overall objective of the position.

PHYSICAL AND MENTAL DEMANDS:

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

- Regularly required to sit, walk, and/or stand; speak or hear, using a variety of communication modalities.
- Dexterity of hands and fingers to operate a variety of computer and/or office equipment and peripherals.
- Bend at waist, kneel, crawl, and/or crouch.
- Move about the college and/or District site(s), as needed.
- Specific vision abilities required by this position to include close vision and the ability to adjust focus and view computer screens, printed documents, and instructions.
- Occasionally lift and carry up to 25 pounds unassisted and up to 50 pounds with assistance.

Mental Demands

- Perform detailed work and multitask effectively while coordinating multiple concurrent tasks.
- Use written and oral communication skills.
- Read and interpret data, information, and documents.
- Analyze and solve problems.
- Learn and apply new information and/or skills related to the area of assignment.
- Subject to frequent interruptions and interact with District and/or college faculty, staff, management, and students.



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WORK ENVIRONMENT AND CONDITIONS:

Work Environment

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.
- The incumbent works under typical office conditions, and the noise level is usually quiet.

Working Conditions

- Primarily work in an office and/or indoor environment.
- Minimal safety considerations exist.
- Subject to frequent interruptions and shifting priorities to meet operational needs.
- Subject to moderate noise levels depending on the activities of the office.
- May require extended or irregular hours to meet the needs of the District and/or the area of assignment.

Board Approved: 05/20/2026