CLASS SPECIFICATION
CalWorks Program Student Advisor

FLSA Status: Nonexempt
EEOC Job Category: Paraprofessional
Union Representation: Represented

GENERAL PURPOSE
Under general supervision, provides technical and individualized intake, coordination, tracking and support services for assigned Program student/participants; maintains, updates and submits highly detailed, confidential case notes, reports, records and other program documentation; provides administrative and technical support in designated program areas; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS
CalWORKS Program Student Advisors perform difficult and responsible intake, orientation, service provision and monitoring activities for assigned CalWORKS student/participants. This work is performed to ensure that federal, state, local and District minimum work hour, accountability, reporting, retention and other program-specific requirements are successfully met. Incumbents in this position must be able to effectively work with student/participants from diverse socio-economic, ethnic and cultural backgrounds who often have one or more educational, psychological, social, economic or other barriers to successful program participation.

ESSENTIAL DUTIES AND RESPONSIBILITIES
The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Serves as case coordinator for assigned CalWORKS student/participants; performs initial intake duties; personally meets with and interviews students and obtains thorough case history; organizes, coordinates and/or performs orientation activities, including campus tour; within scope of authority and expertise, guides, advises and assists students in a variety of areas, including enrollment process, financial aid application and appropriate class selection; organizes and ensures scheduling of students’ meetings with other District/program counselors and representatives to develop educational plans or coordinate other services; regularly meets with work-study students to review eligibility and work performance; provides career development coaching to students, as assigned; via telephone or in-person, maintains on-going contact with designated students to monitor progress and identify and resolve or recommend action to resolve issues.

2. Initiates provision of other District and external services needed by student to ensure continued program participation; assesses and identifies participants’ additional service needs, which may be sensitive, confidential and complex in nature; identifies appropriate District and external resources and provides referrals to appropriate internal and external service providers; serves as student advocate to secure required services, as necessary.
3. Maintains regular contact with District or external agency representatives involved with student/participants or participant populations; confers with DPSS GAIN and District counselors regularly to provide required updates and information and to discuss, review and/or resolve participants’ progress, eligibility status or other related issues, within Program-defined policies, procedures and guidelines; attends DPSS job fairs and other events to recruit potential student/participants; participates in regular training conferences and workshops with other organizations and agencies to gather and share program-specific information.

4. Performs administrative duties to ensure student and program reports, records and other materials are complete and maintained according to federal, state and local laws and regulations and District policies and procedures; oversees completion of, reviews and processes required intake documentation; assists in developing, reviews and tracks student accountability measures, plans and contracts; completes and maintains Program reports, forms and logs, including retention reports, material request forms, time management logs and progress reports; keeps detailed case notes on all assigned students; accesses and utilizes District, program and other databases to track appointments and contract dates and to maintain and update demographic and program information; schedules and manages student appointments and conference calls to ensure regular contact with students/participants.

5. May maintain and update CalWORKS job board; requests and obtains job board information; reviews placements to ensure they are current and complete; responds to inquiries regarding job board information.

6. May provide administrative and technical support and assistance in the development and implementation of designated workshops, conferences and meetings; recruits participants, as appropriate; orders textbooks and materials, with approval; assists instructors/presenters with instruction and testing; completes, reviews and processes contracts and invoices; informs and updates supervisor and other program advisors on events.

QUALIFICATIONS

Knowledge of:

1. CalWORKS program policies, practices and procedures, including reporting and record-keeping practices, procedures and requirements applicable to assigned areas of responsibility.

2. District policies and procedures applicable to assigned areas of responsibility.

3. Federal, state and local laws and regulations applicable to assigned areas of responsibility.

4. Cultural and socio-economic issues relevant to providing education and support services to CalWORKS population.

5. District, community and agency resources available to provide assistance to participants.

6. Interviewing principles, methods and techniques used to determine participant education and service needs and to develop participant plans and contracts.
7. Basic methods and practices of public outreach and involvement, including marketing techniques and practices.

8. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.

9. Conflict resolution methods and techniques.

**Ability to:**

1. Provide effective guidance, assistance and information to students in intake process, including advising students in development, monitoring and revision of participant accountability measures, plans and contracts.

2. Successfully track numerous students’ participation in program; identify potential problems and develop solutions to ensure student retention.

3. Operate a computer and other standard office equipment.

4. Organize, set priorities and exercise sound judgment within areas of responsibility.

5. Organize and maintain confidential student and program reports, records and files.

6. Communicate clearly and effectively, both orally and in writing.

7. Understand and follow written and oral instructions.

8. Use tact, discretion, courtesy and patience in dealing with sensitive and difficult students and situations.

9. Establish and maintain effective working relationships with College management, faculty, staff, students, the public and others encountered in the course of work.

**Education, Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is an Associate’s degree in social sciences or a closely related field; and at least two years of progressively responsible case management/coordination experience for a social, educational or public service program, preferably working with participants with diverse socio-economic and cultural backgrounds; or an equivalent combination of training and experience.

**Licenses; Certificates; Special Requirements:**

A valid California driver’s license and the ability to maintain insurability under the District’s vehicle insurance policy.

**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 accommodations may be made to enable individuals with disabilities to perform the essential functions.
**Physical Demands**
While performing the duties of this job, the employee is regularly required to sit; talk or hear, both in person and by telephone; and use hands to repetitively finger, handle and feel computers and standard business equipment; and reach with hands and arms. The employee is frequently required to stand and walk.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

**Mental Demands**
While performing the duties of this job, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret people and situations; perform work on multiple concurrent tasks; work with constant interruptions, and interact with student/participants; District management, staff, representatives of other agencies, the public and others encountered in the course of work.

**WORK ENVIRONMENT**
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work under typical office conditions, and the noise level is usually quiet.

Revised: June 25, 2012