



COMMUNITY COLLEGE
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

TITLE	Counselor – Student Development
POSITION NO.	502257, 502379, 502382, 502702
LOCATION	Multiple Campus
REPORTS TO	Director of Advising & Counseling
GRADE	PSA 12
WORK SCHEDULE	Non-Standard: 35 hours per week
SUPERVISION	N/A
LIMITATION (if applicable)	N/A
REVISION DATE	September 2021

JOB SUMMARY:

To provide counseling services to students in a manner that demonstrates commitment to the Community College mission and its diverse student population. Through a comprehensive, student-centered counseling approach, provide development and educational assistance to students; to develop and present structured groups for positive growth; to develop, monitor and provide in-service training in counseling support programs; and to do related work as required. Ability to utilize a wide range of assessment instruments for personal, career and educational issues.

DUTIES AND RESPONSIBILITIES:

Commitment to CCRI's Mission:

- Demonstrate a commitment to the philosophy and mission of a comprehensive community college.
- Work collaboratively in a diverse, inclusive and student-centered environment, with students of various learning styles, cultures, identities, and life experiences.
- Work collaboratively with others and provide quality customer service in a diverse and inclusive environment.

Student Focus:

- Assist in identifying the educational and developmental needs of students; To design, implement and deliver developmental and educational services, outreach programs, and activities designed to meet those needs. Related issues include the need to control anxiety, to learn to communicate effectively, to plan for the future, to study effectively, to become appropriately assertive, and to cope with mood changes.
- Develop and maintain a comprehensive knowledge of academic requirements, policies and procedures as well as transfer opportunities for use in serving the student population.
- To work with specifically assigned cohorts and caseloads of students as well as the general population as required.
- Effectively utilize de-escalation techniques as required.
- Provide a range of high quality services to individual and small groups of students to assist them in gaining the necessary information, in developing personal skills and competencies, and in selecting the most appropriate course of action to attain their educational goals.
- To be responsible for the development of counseling support programs such as the maintenance of test files and the development and maintenance of career resource materials.

Advising & Counseling:

- To provide developmental and educational support to students, or other clients of the college, in the form of short-term personal counseling. Conduct intake interviews, case recording and test interpretation that covers such situations as: treating emotional discomfort, developmental educational skills, academic advising, assisting students with college major and career choice, coping with problems of anxiety, assisting in obtaining treatment for seriously disturbed students, providing crises intervention and group counseling services for a similar variety of student concerns.
- Experience and competence in the administration and interpretation of assessment instruments relating to personal, career and educational issues.

- To thoroughly understand the Financial Aid Appeals as it relates to Satisfactory Academic Progress (SAP) policies and procedures in order to effectively explain them to students who are in violation of federal SAP guidelines and inform students about necessary corrective actions required, including but not limited to:
- Provide information to students about the Financial Aid Appeals processes and procedures
- Assist students in identifying semesters that triggered ineligibility. Explore and discuss w/ students mitigating/extenuating circumstances that contributed to their non-compliance.
- Evaluate and assess dispositional and situational circumstances to determine students' overall ability to perform and persist in order to achieve SAP.
- To assist students in developing financial aid appeal package when appropriate; review financial aid appeal applications to ensure that all requisite materials have been provided by the student; collect and forward financial aid appeal package from student when appropriate, ensuring that requisite materials have been provided by the student; Complete recommendation on Counselor Comment Sheet to accompany the student's appeal package for consideration by the Appeals Committee.
- To provide post-appeal services to students including additional academic advising and/or schedule adjustment based on denial or credit limitations imposed by conditional approval.
- To participate in initial and ongoing financial aid training to stay abreast of federal financial aid regulations; participate in initial and ongoing training to interpret the Enrollment Services portal page.
- To effectively utilize de-escalation techniques as required.
- Maintain confidential student records.
- To do related work as required

Teamwork/Collaboration Skills:

- Maintain professional and effective relationships with students, faculty, administration and staff in order to assist students with the various aspects of registration, curriculum requirements, testing, challenge exams, career development and transfer.
- Work collaboratively in a diverse, inclusive and student-centered environment, and with students of various learning styles, cultures, identities and life-experiences.

Technical Knowledge:

- Support student information system (Banner) to obtain and track retention data.
- Prepare various reports as directed.
- Use various software products such as Signal Vine and Starfish to enhance the advising process.
- Proficiency in WebEx and Linphone to enhance communications.
- Other duties as required.

LICENSES, TOOLS, AND EQUIPMENT:

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

REQUIRED QUALIFICATIONS:

- Master's Degree or higher in Counseling, required.
- Three years of professional counseling experience, required.
- A thorough knowledge of the principles, practices, and techniques of counseling and the ability to apply such principles, practices, and techniques, required.
- A thorough knowledge of individual emotional and behavior patterns as well as social and economic factors that contribute to personal concerns, required.

PREFERRED QUALIFICATIONS:

- Will have experience working in a college setting.
- Will have knowledge and experience of placement testing, career, personal and educational assessment.
- Will have a thorough knowledge of psychological disorders and possess diagnostic skills.
- Will have the ability to participate in a learning environment that focuses on a collaborative, creative team approach to the delivery of department services.
- Will have strong interpersonal and communication skills.

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Knight Campus

400 East Avenue, Warwick, RI 02886-1807 P: 401.825.2311 F: 401.825.2345