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**Job Description –Head of Student Academic Support Services Center**

Department: Student Academic Support Services Center

Report to: Vice-Chancellor

**Position Summary**

* Be responsible for strategic and administrative leadership for Student Support Services at WKU, including oversight of the implementation and development of such services.
* Coordinate, develop, and assesse effectiveness of different programs falling into this portfolio (e.g., remedial academic services for students on probation; Early Alert system; First Year initiatives; honors programs etc.).
* Develop and prescribe individual academic support plans for interventions based on needs assessments tools and procedures, and academic success plans for students eligible for special support towards academic excellence. Monitor academic progress of students through early alert reporting, mid-semester academic reporting, and semester grade reporting.
* Work towards maintaining and building close working relations with the university community, especially Counselling, English Language Center, Registrar’s Office, Institutional Assessment, as well as with faculty. This extends to an expectation for leveraging resources at the Kean US campus dedicated to the same functional areas.
* Promote a strong academic focus for tutoring, remedial and supplemental instruction, and early intervention for students success, and co-curricular activities based on best practices.
* Oversee all aspects of the program budgets in his/her purview, hiring needs, staff development etc., and provide detailed data analysis and qualitative evaluation input to the Annual Performance Report, based on an office strategic plan and a related assessment plan.
* Provide eligible university students who have disabilities with support, direction, advocacy, and strategies to remediate any possible impact of their disability.
* Contribute to the university through involvement in committees and projects, training, and assessment.
* Explore electronic and technology resources to enhance Student Support Services and their effectiveness.
* Serve as member of Dismissal Appeals Committee and provide recommendations to Vice Chancellor, Deans, and other university leadership on matters relating to Student Support.

**Preferred Qualification**

* Master’s Degree in Education, Higher Education Administration, Counselling, Social Work or related field.
* Over 5 years’ work experience in higher education.
* Experience with developing and implementing academic support services.
* Excellent verbal and written communication skills.
* Demonstrated evidence of detail-orientation, customer service orientation, ability to work independently, and ability to work under pressure and meet deadlines.
* MS Office skills.
* Ability to handle stressful situations and maintain confidentiality.
* Conflict resolution skills and/or counselling experience.
* Experience working with target population students.

**岗位书 – 学生学术支持服务中心**

部门：学生学术支持服务中心 汇报：学术副校长

**岗位职责：**

1. 负责温肯学生支持服务部的战略规划和行政领导工作，包括监督该部门工作的实施和发展；
2. 协调、发展和评估该部门不同工作项目的效力（如：试读生课程补修服务；早期预警系统；大一学生指导服务项目；荣誉项目等）；
3. 为以需求、评估、工具和程序为基础的干预制定个体化学术支持计划，为有资格申请特殊支持的成绩优异的学生制定学术成就计划。通过早期预警报告、期中学术报告和学期成绩报告监督学生学习进度；
4. 与学校各部门建立和保持密切工作关系，特别是心理咨询中心、英语语言中心、教务部、评估办公室以及外教。充分利用美国肯恩大学相同功能领域的资源；
5. 推广辅导、补救教学和辅助教学的教学重点，对学生成功的早期干预，以及以最佳实践为基础的课外活动；
6. 监督其职权范围内的所有项目预算、招聘需求、员工发展等，并根据办公室战略规划和相关评估计划，为年度绩效报告提供详细的数据分析和定性评估投入；
7. 为符合条件的残疾学生提供支持、指导、帮助以及其残疾可能产生的影响的补救策略；
8. 参与委员会、项目、培训和评估，以此为学校发展做贡献；
9. 开发电子技术资源，以增强学生支持服务部及其效力；
10. 担任开除申诉委员会成员，并向副校长、院长及其他校领导提供学生支持相关事宜的建议。

**优先条件：**

1. 硕士学位，教育、高等教育管理、心理咨询、社会工作等相关专业；
2. 5年以上高校工作经验；
3. 制定和实施学术支持服务工作经验；
4. 优秀的英语口头及书面表达能力；
5. 工作细致，客户至上，能独立工作，能承受工作压力，以及在限期内完成任务的能力
6. 办公室软件操作能力；
7. 处理压力和严守工作机密的能力。
8. 有解决冲突的技巧和/或心理咨询工作的经验；
9. 有与目标学生工作的经验。