



**Connecticut State Community College
Job Description
Student Support Specialist**

Salary Level:
CCP 16 Proposed (Subject to Willis)

Date Approved/Revised:
10/3/23

Position Purpose:

Connecticut State Community College offers a broad range of two-year liberal arts degree programs as well as many technical, occupational and career programs. These programs attract traditional students as well as nontraditional students, including those pursuing academic training or degrees following absences from higher education, those intending to increase occupational skills and those entering higher education from other countries.

Many students require assistance accessing both on and off-campus support services that address student basic needs such as food, housing, childcare, and transportation. Not addressing these critical needs impacts their ability to successfully reach their academic and career goals.

The Student Support Specialist will focus on promoting student wellness, through providing early, on-going, follow-up support and immediate intervention for student basic needs. This position develops and fosters extensive cooperative and collaborative relationships with campus and external stakeholders. They will coordinate with campus and community agencies/organizations to obtain basic needs resources for students. They will oversee and participate in providing students, faculty, staff, administration and others with specialized information, case management services, training and assistance related to students' basic needs including but not limited to food, clothing, housing, childcare, financial, medical, and counseling on and off campus resources.

Supervisory and Other Relationships:

The Student Support Specialist typically works under the direction of the Director of Wellness and Mental Health Services or another student affairs administrator. The position may supervise support staff or student workers as assigned and may supervise undergraduate and graduate students in counseling, human services, or social work internships. The position is required to have extensive cooperative and collaborative relationships with students, faculty, staff and professionals in peer organizations and professional associations. These relationships may involve a very high degree of sensitive and confidential information. The incumbent is expected to represent the College in a positive manner and to collaborate with academic and student services departments to contribute to retaining students.

Major Accountabilities:

- A. Provide students with Basic Needs assessment, referral, and resources.
- B. Assist students in the application process for benefits and services.
- C. Coordinate and build collaborative relationships with on and off campus resources and services.
- D. Develop and deliver Basic Needs and wellness related training, programming, and outreach.

Examples of Duties

The following examples of duties and accountabilities illustrate the general range of tasks assigned to the position but are not intended to define the limits of required duties. Other essential duties may be assigned consistent with the general scope of the position.

1. Participate in the administration of the basic needs and wellness resources and support; plan, organize, and coordinate assigned functions, activities, and services; perform a full range of technical, program support, case

management, and administrative duties; coordinate with other departments and program areas; ensure activities and operations.

2. Participate in the development and implementation of goals, objectives, policies, and priorities for the basic needs and wellness program areas; research, implement, and administer policies, procedures, and changing business practices and processes for assigned area; develop and maintain handbooks, forms, and related policies and procedures.
3. Coordinate the planning, design, and implementation of basic needs and wellness program elements that support service delivery; participate in processes to define scope and schedule of services and activities; participate in implementation processes.
4. Support and/or coordinate the administration of student emergency fund programs.
5. Oversee the development of resources, programs, events, and services to support students' basic needs including housing, food, mental health, and employment; establish local and regional collaborative relationships and partnerships with business entities, community organizations, and local educational agencies pertaining to student basic needs; partner with food bank affiliates, housing resources, and other non-profit entities to support students to secure resources.
6. Provide technical information, assistance, referrals, and case management services regarding the basic needs and wellness support and services to students, faculty, staff, and administration; refer students to applicable community, business, and governmental agencies as well as appropriate student and academic support services. Interpret and explain program applications, policies, procedures, requirements, and restrictions; develop promotional and informational materials for distribution on and off campus; maintain assigned resource material and library.
7. Aid in resolving operational and administration problems; identify problem areas and issues; conduct research to find alternative solutions; make recommendations; assist in implementation of recommendations.
8. Develop yearly semester/calendar of events, workshops, and other schedules related to assigned activities and services; review, update, and inform others of essential timelines; coordinate assigned activities; ensure the timely completion of work in accordance with established policies, procedures, and standards.
9. Plan, organize, schedule, and conduct orientations, workshops, seminars, class presentations, meetings, and other activities related to the basic needs and wellness; plan joint events and participate in planning and implementation meetings with other departments and programs, and business and community representatives; arrange and confirm speakers; reserve facilities and make other necessary arrangements.
10. Collect, compile, tabulate, and record narrative, and statistical data and other information; compile information from various sources and prepare appropriate forms, schedules, and reports; list, abstract, or summarize data; input and review data and prepare special and periodic reports including fiscal reports, program plans, progress reports, and other narrative and statistical reports as required.
11. Compose, format, prepare and distribute correspondence, memoranda, publicity materials, surveys, brochures, flyers, bulletins, reports, presentations, and other materials; create and disseminate outreach materials.
12. Establish and maintain records including student records; maintain complex, interrelated filing systems; maintain confidentiality of information.
13. Utilize electronic technology and various computer applications and software packages to correspond with others, maintain assigned calendars, schedules, and appointments, and maintain and generate reports from a database or network system.
14. Attend professional group meetings and workshops; stay abreast of new trends and maintain a working knowledge of information related to area of assignment.

Professional Participation and Development:

In addition to the accountabilities listed above, the incumbent is required to carry out the essential duties of:

- Attendance and participation at convocation, commencement and honors ceremonies;
- Service on assigned committees and task forces;
- Attendance and participation at committee, staff, informational and professional meetings.

Qualifications:

Incumbents must possess proven ability to effectively work with a culturally, linguistically, and ethnically diverse faculty, staff, and students. They are expected to have excellent oral and written communication skills along with strong

Information technology literacy skills such as Microsoft Office (Word, Excel, Outlook, Teams etc.). Incumbents are required to have demonstrated advanced knowledge and abilities in the following areas:

- Basic Needs and wellness services and resources
- Case management
- Community resourcing

These skills and abilities are acquired through a combination of education, experience and training which typically include a Bachelor's degree in student affairs higher education, counseling, social work, or other appropriately related field and one to four years of related experience or a combination of experience and training which would lead to the competencies required for effective performance of the position's essential duties.

Work Environment

Incumbents typically perform their work in offices, conference rooms and lecture facilities. The work does not normally require the exertion of significant physical effort. Reasonable accommodation will be provided for incumbents and candidates with physical limitations.

Job Context

The Student Support Specialist is an administrative classification with incumbents performing program coordination and administrative duties as well as providing the more complex technical program support to the basic needs and wellness program area. Incumbents are assigned to perform a wide range of administrative and complex technical, program support, and other duties independently for the basic needs and wellness program area requiring a broad knowledge of the program or functional area. Incumbents at this level typically receive instruction or assistance only as new or unusual situations arise and are aware of the operating procedures and policies of the work.