

SANTA BARBARA COMMUNITY COLLEGE DISTRICT

CLASSIFICATION: CLASSIFIED

CLASS TITLE: VETERANS SUPPORT AND RESOURCE CENTER COORDINATOR

SALARY TABLE: 29

SALARY RANGE: 33

BASIC FUNCTION:

Under the direction of an assigned administrator, develop, coordinate, and oversee a variety of support functions, outreach, and marketing to promote and enhance the program. Coordinates with external agencies and represents the College at meetings and activities; provides non-instructional services to eligible veterans, reservists and dependents/spouses; serves as liaison between students, the College, and the Veterans Administration; and serves as the Certifying Official.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Develop, coordinate, and oversee a variety of support functions, outreach, and marketing to promote and enhance the Veterans Support and Resource Program. Ensure compliance with state and federal regulations related to programs and services offered to veterans, active duty personnel, reservists, and veterans' dependents/spouses.

Ensure timely state and federal reporting related to Veterans Program services and activities including applications for federal and state funding and responding to internal, federal, and state audits; assume responsibility for completing the veteran student survey and reporting results.

Develop and implement funding resources outside of Veterans Administration federal funds for veterans programs and services including grants, events, and donations.

Serve as the College's Certifying Official; process all applications for benefits; certify veterans, reservists, and veterans' dependents/spouses for educational benefits; certify attendance and appropriateness of courses enrolled in towards a degree or program; assist with assessing prior training and credit; evaluate, verify, and monitor student eligibility in accordance with Veterans Administration regulations.

Manage the Veterans Administration (VA) work-study program.

Respond to inquiries related to veterans affairs; provide information in an individual or large group setting to assist students in planning and organizing their educational and career goals and

objectives; interpret and explain federal and state regulations and legislation related to veterans' program and services.

Develop informational brochures and presentations for outreach activities promoting the College and the Veteran First program to the surrounding campus and larger communities. Present workshops on various topics including GI Bill benefits, choosing majors, resume writing, job searching, networking, and other workshops requested by student veterans.

Participate in local, state, and federal groups dealing with veterans issues; collaborate with various groups involved with veterans including the Chancellor's offices and the Troops to College initiative; serve as liaison to other community colleges developing their local veterans programs.

Maintain knowledge of regulations and new developments related to programs and services for veterans; represent SBCC at regional and statewide conference and workshops sponsored by the Veterans Administration, California Community College Chancellors Office, and other veteran related organizations.

Coordinate the services and activities of the Veterans Resource Center; promote the Veterans Resource Center through outreach including workshops and booths at various events; monitor and enforce proper usage of Veterans Resource Center by student veterans.

Coordinate services available with other College resources including Student Finance, Financial Aid, Academic Counseling, and Campus Store, as well as other educational institutions and outside organizations, the community, and state and federal governing agencies.

Oversee and provide work guidance and training to participants in the veterans' work-study student program; develop work assignments and schedules; provide work direction to students and establish work priorities.

Consult with the Academic Counseling Office to ensure academic program degrees and certificates meet state and federal criteria for veterans' benefits eligibility; provide updates and training for academic counseling staff on veteran programs, services, regulations, and issues; communicate with academic counseling staff in providing required VA educational course evaluations; coordinate counseling activities with academic counselors.

Monitor student veterans' academic progress; identify at-risk students; inform assigned administrator of student veterans needing additional specialized services and support.

Coordinate with external agencies including vocational rehabilitation agencies, Employment Development Department, Bureau for Private Postsecondary and Vocational Education Department, VA Outpatient Clinic, and County and Regional Veterans Centers regarding programs and services for veterans and/or veterans' dependents; partner with external agencies to provide additional mental health resources on- and off-campus for veterans.

Develop active collaborations and partnerships with veterans' organizations and community organizations to augment the services currently provided by SBCC in support of the veterans.

Develop and coordinate veteran activities and events including SBCC campus orientations for veterans, Student Veteran Organization events, community presentations, and related events on and off campus; develop and expand student veterans' activities to promote student veteran camaraderie.

Coordinate with other schools' certifying officials and Veteran Coordinators to provide proper certification and reporting for students concurrently enrolled at more than one institution; process approvals for "Parent School Letters" allowing SBCC students to take courses at other community colleges and universities ensuring eligibility and benefits payments.

Maintain office workflow and procedural documentation manuals; maintain security and confidentiality of student records and data; create and update databases and student information system; create, update, and/or revise forms and information materials.

Develop and maintain the SBCC Veterans Support and Resource Program web page, Veterans Facebook page and other appropriate social media sites to ensure all information is timely and accurate.

Monitor and evaluate the services and activities of the Veterans Program for areas of improvement.

OTHER DUTIES:

Perform related duties as required.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Pertinent federal, state, and local codes, laws, and regulations including applicable sections of State Education Code and other applicable laws.

Veterans Administration's role, responsibilities, and regulations.

Available veterans' benefits, services, and supportive funding from public and private agencies.

Outside resources and supportive services available to veterans.

College services available to veterans.

Program reporting requirements.

Interviewing and advising principles and techniques.

Interpersonal skills using tact, patience, and courtesy.

Outreach, marketing, and fundraising principles and techniques.

Office procedures, methods and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Basic mathematical principles.

Principles and practices of record keeping and reporting procedures.

Principles of business letter writing and basic report preparation; English usage, spelling, grammar, and punctuation.

ABILITY TO:

Coordinate and direct programs, activities, and operations of the Veterans Support and Resource Program.

Recommend and implement goals and objectives for providing various programs and operations.

Understand, interpret, and apply state and federal laws, codes, and regulations governing assigned operations and programs and maintain current knowledge.

Understand, interpret, and apply legislation pertaining to VA programs.

Independently develop and implement marketing and outreach programs and activities.

Create and make College and community presentations on both an individual and in group settings.

Exercise sound, consistent, and professional judgment in reviewing caseloads for veterans and/or veterans' dependents.

Maintain confidentiality of work performed.

Solve practical problems and deal with variables in situations where only limited standardization exists.

Compile and maintain complete and accurate records and reports.

Operate office equipment including computers and supporting word processing, spreadsheet and database applications.

Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with and exhibit sensitivity to and understanding of the varied racial, ethnic, cultural, sexual orientation, academic, socio-economic, and disabled populations of community college students.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: bachelor's degree with major coursework in sociology, social work, psychology or related field and one year experience working with secondary and post-secondary school aged students in an educational setting.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license

WORKING CONDITIONS:

Office environment

Frequent interruptions

Driving a vehicle to conduct work

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard

Hearing and speaking to exchange information in person or on the telephone

Seeing to read a variety of materials

Sitting or standing for extended periods of time

Mobility to access various campus locations and work sites