

Job Description for Director of Student Services

Summary Statements

Under the general supervision of the Associate Dean of Academic and Student Affairs, the Student Services Director will be responsible for the administration of all aspects of the Student Services office. The incumbent will facilitate communication among faculty, students, and Student Affairs staff. He/she will oversee the coordination of pre- and post-licensure student services. He/she will stay current on licensing and accreditation requirements affecting credentialing and accreditation. The incumbent will directly supervise the pre- and post-licensure student services coordinators. The incumbent will be responsible for accurate completion of required documentation related to student services, student progression, graduation, credentialing, and accreditation.

Supervision Received

Direct supervision by the Associate Dean for Academic and Student Affairs. Work independently in managing pre- and post-licensure student services programs. Budgetary oversight will be provided by the Associate Dean for Academic and Student Affairs. Work cooperatively and effectively with the Academic Affairs and Clinical Education Staff and Faculty. Maintain currency and adherence to BRN, CCNE, Academic Senate, and other credentialing and accrediting bodies' regulations.

Duties:

- A. Administration of and planning for Student Services -- 80 %
 - 1. Supervise pre- and post-licensure student services staff in all aspects of Student Services support (E)
 - 2. Identify grants for student funding and assist financial aid director in writing for grants (E)
 - 3. Oversee coordination of new student orientation by Student Services staff (E)
 - 4. Oversee coordination of graduation and other ceremonies by Student Services staff (E)
 - 5. Oversee and maintain documentation of student background checks.(E)
 - 6. Maintain current knowledge of national certification for APNs and other specialties (E)
 - 7. Remain current on Nursing- and University-related student issues and regulations (E)
 - 8. Represent the SON at local, state, and national professional organizations for student services (E)
 - 9. Supervise completion of all required student-related documentation (E)
 - 10. Collection, maintenance, and analysis of student and alumni data and generation of associated reports (E)
 - 11. Participate in evaluation and planning for innovation in Student Services in coordination with Academic Affairs Office (E)

- B. Counseling – 10%
 - 1. Oversee counseling and referral of students by pre-and post-licensure coordinators (E)
 - 2. Assist faculty and pre-and post- licensure coordinators as needed (E)
 - 3. Maintain documentation of Anecdotal Notes and Student Appeals (E)

4. Participate with Student Affairs Committee in Appeals process (E)

C. General Student Services Administration – 10%

1. Oversee database maintenance by Student Services staff (M)
2. Oversee of filing and record keeping accuracy by Student Services staff (M)
3. Other Duties as assigned – 10% (M)

Master's prepared Student Affairs administrator (Nursing degree preferred)	All	Required
2-3 years administrative experience in nursing education or health care	All	Required
Familiarity with the University's student policies; able to interpret campus, School, and regulatory guidelines and policies, identifying potential problems.	All	Required
Knowledge of issues relating student services campus-wide, state-wide, and nationally	All	Required
Knowledge of regulatory and accreditation requirements	All	Required
Excellent communication and interpersonal skills	All	Required
Demonstrated ability to establish priorities, organize work, achieve objectives with deadlines. Able to perform effectively under conditions of fluctuating workload.	All	Required
Demonstrated ability to negotiate to achieve agreement and manage conflict	All	Required
Demonstrated ability to establish and maintain cooperative supervisory and working relationships with faculty, staff , administration, and students.	All	Required
Demonstrated ability to compose, edit, and proofread correspondence and other materials using correct grammar, spelling, punctuation, assuring clarity of thought in English.	All	Required
Knowledge and application of effective business and administrative practices	All	Required
Excellent English oral and written communication skills.	All	Required
Demonstrated knowledge and experience of curriculum standards and practices.	All	Required
Demonstrated skill using MS Office Suite software and established databases.	All	Required
Demonstrated ability to communicate	All	Required

effectively and professionally to provide information and consultation to faculty, administrators, and students.		
Demonstrated knowledge and experience with HIPAA and FERRPA regulations. Demonstrated ability to convey regulations to others and implement appropriately.	All	Required
Demonstrated ability to efficiently manage a budget	All	Required