Position Title: Intern, Student Conduct and Complaints Coordinator
Division: Student Development
Department: Student Affairs & Wellness
Reports To: Director of Student Engagement
Status: Graduate Internship
Date: August 2018 – May 2019

SUMMARY OF POSITION
The Student Conduct & Complaints Coordinator will serve as the assistant to the Dean of Students, who serves as the primary resource to College departments in matters related to student conduct/discipline. The coordinator will assist in responding to concerns of faculty, staff and students regarding City College of San Francisco Standards of Student Conduct. This position, incorporating principles of Social Justice, Restorative Justice and Due Process, assist the Dean in responding to students of concern and to student complaints. This position also assumes a leadership role in the district-wide training and education related to student behavior issues. This position will also assist in guiding and directing students through the appropriate process for student grievances and complaint.

The Student Conduct & Complaints Coordinator position is a ten-month internship within the Office of Student Affairs & Wellness requiring 15-20 hours per week (additional hours may be required in the weeks preceding and following semester start/finish dates).

EXAMPLES ESSENTIAL DUTIES AND RESPONSIBILITIES

Training Materials and Information
• Assists in the creation of workshop and retreat materials and in-service training for staff and faculty members.
• Develops and delivers information to faculty and staff on strategies helpful to students of concern, students who are on academic/discipline probation, and related topics such as classroom management.
• Assists staff in designing materials to support success.
Student Conduct

• Receives and reviews reports on students of concern and alleged violations of the CCSF Code of Student Conduct. Carries out initial research and creates file or report.
• Consults with the Student Health Services, Public Safety, Disability Services, and other appropriate college staff members to identify possible interventions or responses.
• Develops an intervention/response plan and coordinates the implementation of the plan through completion. This development and coordination may involve referring students to appropriate services, both on and off campus.
• Assists in performing investigation of alleged conduct violations in accordance with the CCSF's Code of Student Conduct procedures.
• Identifies community resources and establishes collaborative partnerships.
• Assists in communicating decisions and sanctions to students in consultation with the Dean of Students (or designee).
• Meets regularly with the Dean, office staff and members of BIT team to discuss and review implement conflict resolution and student conduct cases.
• Guides efforts, along with district leadership team, to develop and strengthen policy, procedures, compliance, and programming related to supporting students in distress.

Technology

• Assists with managing conduct case management system (Maxient).
• Assists with updating and maintain information on website.
• Assists with compiling and maintaining data on student cases; generates and disseminates reports on all case activity.
• Reviews and analyzes data to make informed decisions and recommendations regarding programming, policies and procedures.

Student Complaints

• Assists students with understanding and following the Student Complaint Process and advises students as appropriate.
• Assists with reviewing student grievances and complaints and following up with the appropriate division deans and department chairs.
• Assists with mediating minor student-student and student-faculty conflicts.

Miscellaneous

• Assists with planning and managing the Commencement Ceremony in the spring semester.
• Provides limited and short term support to Student Activities, including advising and supporting Associated Student Council(s), Resource Centers and clubs.
• Other duties as assigned or as necessary.
SUPERVISION & MENTORING RECEIVED
The intern reports to and is supervised by the Dean of Students with some oversight from the lead Office Manager. There is an expectation that the intern will communicate regularly with the Director and will meet as needed to discuss department-specific issues. In addition, the intern will work closely with staff members of the Office of Student Affairs & Wellness and may be asked to partner with staff colleagues on other duties and assignments as needed.

REQUIRED QUALIFICATIONS
To be a successful intern, an individual must be able to perform each essential task and responsibility. The requirements listed below are representative of the knowledge, skills and abilities that are required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Minimum Requirements
• Bachelor's degree from accredited institution;
• Must be concurrently enrolled in a graduate degree program in Higher Education;
• Basic understanding of and familiarity with due process, student success, restorative justice and progressive discipline principles.

Desirable Experience
• Experience in planning/organizing student activities and events, and in working with student groups or leadership programs;
• One year of student affairs experience and/or transferable student conduct experience.

Required/Preferred Skills
• Efficient
• Excellent computer literacy, oral and written communication skills
• Good customer service skills
• Inclusive, able to work with a diverse groups in a diverse setting
• Able to follow directions and to give directions to student staff workers
• Active listening, conflict-resolution and de-escalation skills
• Other skills as outlined ACPA/NASPA Professional Competency Areas for Student Affairs Practitioners (2015).

COMPENSATION
This position is compensated as follows:
• $7,400 per semester (up to two semesters) (up to 30 hours per week)
• Free parking
CONTACTS/HIRING MANAGER(S)
Mrs. Rita Tuialuluulu
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Student Affairs & Wellness
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Mr. Andrew King
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NON-DISCRIMINATION POLICY
It is the policy of the San Francisco Community College District to provide all persons with equal educational opportunities in all of its educational programs and activities regardless of race, color, national origin, ethnic group identification, religion, age, gender, marital status, domestic partner status, sexual orientation, disability or AIDS/HIV status, medical conditions, gender identity, or status as a Vietnam-Era veteran.

The San Francisco Community College District complies with Title VI of the Civil Rights Act of 1964, Sections 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, Title IX of the Education Amendments of 1972, California Government Code, Section 11135 et seq. and all applicable regulations, and with all applicable requirements related to receipt of federal and/or state funds.

ABOUT CITY COLLEGE OF SAN FRANCISCO
The college community of board members, administrators, faculty, staff, students, and key community leaders are working diligently to ensure CCSF meets the accrediting standards. Once again, voters of the great "City by the Bay" voted overwhelmingly for a property tax initiative that will provide additional funds ($14 million) annually between 2013 and 2021. The College is very proud of its accomplishments, providing nationally recognized programs, offering a comprehensive curriculum and support services, garnering numerous local, state, and national grants to provide open doors, open minds, and open arms to help transform students' lives. Through a revised participatory governance structure, all constituent groups have opportunity and a voice in college governance affairs. Student success continues to be at the forefront as CCSF undergoes major change to ensure its institutional effectiveness.