



NORTH ORANGE COUNTY
COMMUNITY COLLEGE DISTRICT



Job Description

Job Title:	Dean / NOCE Counseling and Student Services	Salary Range:	26
Date Revised:	4/2/2026	Date Approved:	6/23/2026

PRIMARY PURPOSE

Under the general direction of the assigned administrator or designee, the Dean / NOCE Counseling and Student Services provides leadership in the administration of counseling services and student development programs. The Dean oversees student counseling services, manages staff, and ensures compliance with institutional and regulatory policies, and fosters an inclusive environment that supports student success.

The Dean / NOCE Counseling and Student Services also serves as a liaison for campus activities, outreach services, and student discipline matters, playing a critical role in strategic planning and program evaluation. The Dean may also be assigned student services programs to promote student retention and success, as appropriate.

DISTINGUISHING CHARACTERISTICS

The Dean / NOCE Counseling and Student Services is distinguished in its role by leading a comprehensive range of counseling services, ensuring alignment with institutional goals and promoting student success across diverse populations. The Dean coordinates a wide variety of outreach efforts with local high schools and community partners to increase enrollment and retention.

The Dean / NOCE Counseling and Student Services fosters an inclusive environment through Diversity, Equity, and Inclusion (DEI) initiatives and promotes services that address the needs of underrepresented student populations, including but not limited to Basic Needs services and student engagement efforts, such as student organizations and affinity group programming.

ESSENTIAL FUNCTIONS

Examples of essential functions are descriptive and not restrictive in nature.

Leadership and Administration

1. Leads and oversees comprehensive counseling services, including but not limited to academic, career, personal counseling, mental wellness, and student development efforts.
2. Provides leadership for the administration, organization, and development of campus counseling services, ensuring services meet the needs of a diverse student population.
3. Collaborates with faculty, staff, and administrators to develop and implement new programs, services, and procedures that enhance student counseling and support services.

Student Development and Counseling Services

4. Directs and manages student counseling, leadership, student development programs and/or services, ensuring alignment with student success initiatives and institutional goals.



Job Description

5. Develops and assigns counseling schedules in collaboration with faculty and staff, coordinating day and evening counseling services for students.
6. Provides leadership in developing and evaluating Student Learning Outcomes (SLOs) related to counseling and student development services.

Compliance and Reporting

7. Ensures compliance with District, state, and federal regulations related to student services, including matriculation, counseling services, and categorical funding.
8. Prepares, submits, and manages budgets related to assigned programs, ensuring compliance with applicable regulations.
9. Oversees the adult dual enrollment and Transition to College programs in addition to other articulation efforts of the campus with two-and-four-year institutions in collaboration with other academic programs across the District..

Budget and Resource Management

10. Develops, administers, and monitors annual budgets for assigned categorical programs and services, monitors expenditures and reconciles financial records.
11. Oversees the acquisition, distribution, and use of supplies, equipment, and technology that promote student success and access to services.

Staff Supervision and Professional Development

12. Supervises, trains, and evaluates assigned counseling faculty, staff, and management personnel.
13. Provides professional development opportunities for counseling faculty and staff, encouraging growth and the integration of best practices.

Strategic Planning and Program Evaluation

14. Leads the development, implementation, and evaluation of strategic planning initiatives related to counseling and student development programs.
15. Coordinates the preparation of program reviews, year-end reports, and other relevant documentation related to counseling services and student development.

Outreach and Community Engagement

16. Collaborates with local high schools, community agencies, and external partners to coordinate outreach and recruitment activities.
17. Develops and implements strategies to increase enrollment and retention of culturally and socioeconomically diverse student populations.

Student Conduct and Discipline

18. Serves as the Student Conduct Officer; administers student discipline in collaboration with academic deans and campus safety, addressing issues related to student behavior and compliance with campus policies; may serve as the Title IX Officer, when needed.
19. Leads efforts to resolve student complaints, grade appeals, and petitions in a fair and equitable manner.



Job Description

Data Management and Technology Integration

20. Oversees the use of technology and data management systems to improve counseling services, track student progress, and evaluate program effectiveness.
21. Ensures the accurate collection, analysis, and reporting of data related to student counseling and development services.

Governance, Collaboration, and Communication

22. Participates in District and NOCE shared governance processes, committees, and task forces at the college, District, and regional levels.
23. Serves as Manager of Record for day and evening operations; responds to student conduct issues, emergencies, and operational needs.
24. Collaborates with administrators, faculty, and staff to ensure program coordination, conflict resolution, and shared governance participation.
25. Serves as a liaison with internal and external stakeholders, including faculty, administrators, and community partners.
26. Represents NOCE in collective bargaining teams and District-wide initiatives.
27. Prepares and presents program and enrollment reports to leadership, governance bodies, and the Board of Trustees.

Diversity, Equity, and Inclusion

28. Promotes and leads DEI initiatives within the Counseling and Student Development Division, ensuring services are inclusive and culturally responsive.
29. Participates in District/College efforts to increase the diversity of faculty and staff and to address student achievement gaps; actively assists in the creation of a welcoming and inclusive work and educational environment; attends and participates in diversity, equity, and inclusion trainings and events.

General

30. Performs other duties that support the overall objective of the position.
31. Oversees and coordinates daily operations, facilities management, and emergency preparedness for any of the NOCE centers as needed.

WORKING RELATIONSHIPS

The incumbent engages and maintains contact with various District administrators, management, faculty, staff, students, vendors, government agencies and organizations, higher education institutions, the California State Chancellor's Office, and the public.

MINIMUM QUALIFICATIONS

Education and Experience:

- Master's Degree in a related discipline; **AND**
- Four (4) years of formal training, internship, or leadership experience reasonably related to the assignment; or work experience directly related to the position;
- **Or**, any combination of education and experience which would provide the required equivalent qualifications of the position; **AND**



NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT



Job Description

- Commitment to diversity. All applicants must have demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff. The applicant must be able to demonstrate how their experience with these factors relates to successfully achieving the goals of the position.

DESIRABLE QUALIFICATIONS

- Master's Degree in Counseling, Rehabilitation Counseling, Clinical Psychology, Counseling Psychology, Guidance Counseling, Educational Counseling, Social Work, Career Development **OR** California license as a Marriage and Family Therapist, **OR** possess a California counseling credential authorizing counseling in a community college **AND** a valid California Community College Supervisory credential **OR** the equivalent.
 - Equivalent qualifications may include education, training, teaching, and/or related employment experience that would be equal to the Master's Degree.
- One year of management experience at the community college level.
- Two (2) years of full-time counseling experience at the community college level.
- Familiarity with current trends in counseling, matriculation, and career development programs.
- Demonstrated experience fostering an inclusive and welcoming work or educational environment through equity-minded approaches in professional interactions with colleagues and students.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge:

- Knowledge and understanding of counseling and student services operations, including student advising, retention strategies, and support services.
- Knowledge of federal and state regulations related to student services, such as the Federal Educational Rights and Privacy Act (FERPA) and the Health Insurance Portability and Accountability Act (HIPAA).
- Knowledge of educational pedagogy and student success strategies applicable for the diverse community college student body.
- Knowledge of principles and practices of public administration procedures.
- Knowledge of office administration and management practices and procedures.
- Knowledge of budget preparation and maintenance.
- Knowledge of accounting principles and practices related to budgeting, purchasing, and maintenance of assigned accounts.
- Knowledge of confidential record keeping, filing, file sharing, and filing systems methods, techniques, and procedures.
- Knowledge of accounting principles and practices related to budgeting, purchasing, and maintenance of assigned accounts.
- Knowledge of modern office practices, methods, and techniques.
- Knowledge of computer software programs, applications, databases, and Enterprise Resource Planning Systems (ERP) systems, student information systems (SIS),



Job Description

management information systems (MIS), and data management practices; computer hardware and peripheral equipment related to the area of assignment.

- Knowledge and awareness of equity and inclusion principles, particularly in the context of student support services.
- General knowledge of community college structures, processes, and student demographics.

Skills:

- Counseling and student development services, programs, and resources available to students.
- Student retention.
- Identifying and supporting at-risk students.
- Supporting students facing educational and/or personal challenges within a community college.
- Program budgets, funding allocations, and available financial resources.
- Strong organizational skills with the ability to prioritize and manage multiple tasks efficiently.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and other relevant software applications.
- Excellent written and verbal communication skills, with the ability to draft clear and concise reports, correspondence, and presentations.
- Data collection, analysis, and reporting, particularly in relation to counseling and student development programs and services.
- Computer software programs, applications, databases, and Enterprise Resource Planning Systems (ERP) systems; computer hardware and peripheral equipment related to the area of assignment.

Abilities:

- Ability to independently perform the essential responsibilities of the position.
- Ability to work independently and collaboratively within a team environment.
- Ability to interact positively and professionally with a diverse student population, faculty, and staff.
- Ability to interpret, apply, and explain rules, regulations, policies, and procedures.
- Ability to oversee multiple and changing priorities related to the area of assignment.
- Ability to maintain confidentiality and handle sensitive information with discretion.
- Ability to learn and adapt to new software, systems, and processes as required.
- Ability to analyze situations accurately and adopt an effective course of action.
- Ability to plan, organize, and prioritize workload to meet schedules and timelines.
- Ability to complete work efficiently with a variety of interruptions from administrators, management, faculty, staff, students, and the public.
- Ability to understand and follow verbal and written directions.
- Ability to communicate effectively both verbally and in writing.
- Ability to understand the scope of authority in making independent decisions related to the area of assignment.



Job Description

- Ability to review situations accurately to determine the appropriate course of action according to established guidelines.
- Ability to provide empathetic and effective support to students, addressing their needs and concerns with professionalism.
- Ability to attend and participate in diversity, equity, and inclusion trainings and events.
- Ability to provide an inclusive and welcoming work/educational environment.
- Ability to demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty and staff. The applicant must be able to demonstrate how their experience with these factors relates to successfully achieving the goals of the position.
- Ability to establish and maintain effective and cooperative working relationships with those encountered in the course of work.

SPECIAL REQUIREMENTS, LICENSES, and/or CERTIFICATIONS

- Possession of or ability to possess a valid driver license based on the need related to the area of assignment if and when travel is required in the course of work.
- Travel may be required for various off-site meetings, trainings, conferences, and/or events in support of the overall objective of the position.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands:

While performing the duties of this classification, the incumbent is regularly required to sit, walk, and/or stand, speak, or hear, both in person and by telephone. Use hands repetitively to perform fine/gross finger manipulation, handle, feel or operate standard office equipment; reach with hands and arms; and occasionally lift and carry up to 25 pounds, unassisted. Must frequently sit and/or stand for long periods of time; dexterity of hands and fingers to operate a variety of computer and office equipment. The incumbent may be required to bend at the waist, kneel and/or crouch; move about the college or District site(s).

Specific vision abilities required by this job include close vision and the ability to adjust focus and view a variety of computer screens, printed documents, and instructions.

The incumbent may be required to work a flexible and varying work schedule based on the needs of the department, including evenings and weekends, as needed.

Mental Demands:

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; use math/mathematical reasoning; perform highly detailed work under changing priorities and deadlines on multiple



NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT



Job Description

concurrent tasks; work with frequent interruptions, and interact with District and/or college faculty, staff, management, administrators, students, educational institutions, and others encountered the course of work.

WORK ENVIRONMENT AND CONDITIONS

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The incumbent works under typical office conditions, and the noise level is usually quiet.

Working Conditions:

Work is performed primarily indoors where minimal safety considerations exist. The incumbent may be subject to constant interruptions and frequent interaction with District and college personnel and the public. Specific vision abilities required by this job include close vision and the ability to adjust focus and view a variety of computer screens, printed documents, and instructions.

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions of the position.

North Orange County Community College District (NOCCCD) is committed to creating a diverse academic and workforce environment that encourages and fosters diversity, equity, inclusion, and equal opportunities for everyone. NOCCCD is focused on creating a welcoming culture to ensure students, faculty, management, and staff feel included, supported, and safe.

NOCCCD looks for likeminded and inclusive individuals who represent the community's diversity and demonstrate a sensitivity to the understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of those we represent. Our District community of professionals is devoted to enriching our students' lives by bringing a variety of ways to engage and discover their individual and collective paths through education.