

**POSITION DESCRIPTION**  
**STUDENT SUPPORT SERVICES MENTOR**

**Organization Profile:**

Founded in 1983, The Wooden Floor in Santa Ana, California, is one of the foremost creative youth development nonprofit organizations in the country. We transform the lives of young people in low-income communities through the power of dance and access to higher education. In Orange County and through our national licensed partner, we use a long-term approach grounded in exploratory dance education to foster the confidence and gifts within each child to innovate, communicate, and collaborate – skills necessary for success in school and in life. Since 2005, 100 percent of students who graduate from The Wooden Floor graduate high school on-time and immediately enroll in higher education, and many of them go on to pursue degrees in business, engineering, medicine, and the arts. The Wooden Floor students become change agents and beacons of hope within their own families, their neighborhoods, our community, and our world.

**Position Summary:**

Student Support Services Mentor (SSSM) is responsible for communicating The Wooden Floor's mission, programs, and policies to students and providing program administration support. In addition, SSSM fosters nurturing relationships with students, sets consequences, acts as a role model, and provides support and guidance to students. The SSSM must be an effective communicator, a good listener, and maintain a friendly, outgoing demeanor to all stakeholders. The SSSM position requires independent thought and discretion, as well as the ability to assess situations, their importance and impact to families, students, and programs.

**Reports To:** Kimberly Hernandez

**Classification:** Non-Exempt

**Status:** Part-time (Monday – Friday, 3:30pm to 8:30pm and Saturdays as required)

**Essential Job Functions:****Student Supervision/Mentoring Program Management:**

- Assist the Student Support Services Department in execution of daily operation needs, registration, auditions, and special events in support of TWF's Theory of Change including the Dance Education Program, Academic Services, College Preparatory Services and Family Services
- Ensure supervision of students at all times.
- Encourage student participation and attendance of dance classes as well as other scheduled meetings.
- Communicate with Director of Student Development, Student Development Manager and Family Services Case Manager regarding student needs and any student issues.
- Uphold the dancewear policy and ensure proper attire of students taking class.
- Establish nurturing relationships with students and act as a role model.
- Communicate policies and provide guidance to students.
- Ensure excellent behavior of students.
- Discipline students and set consequences with students as needed.
- Interact with parents communicating relevant program details and policies.
- Work closely with the AC in execution of assigned tutoring support as scheduled and needed.

**Required Education, Skills, Licensures, Certifications, Other:**

- Minimum four-year bachelor's degree in social sciences, education, humanities, or related fields, in process
- Minimum of two years' experience working with children in social service, recreation, or arts organization.
- Fluency in Spanish (oral and written)

- Exceptional interpersonal and communication skills
- Proficient in MS Suite
- Ability to pass criminal background check.
- Possess a valid California Driver's License and maintain a clean driving record

**Position Interactions:** Internally the SSSM interacts with the students, parents, faculty, musicians, and all organizational directors and staff. Externally, the SSSM serves as a liaison to other outside organizations or individuals, on an as needed basis.

**Compensation:** Commensurate hourly rate upon demonstrated experience and qualifications.

**To Apply:** Send a copy of your cover letter and resume to: [HR@TheWoodenFloor.org](mailto:HR@TheWoodenFloor.org), Subject: Student Support Services Mentor

**American With Disabilities Act Assessment:** Below are general guidelines on the position's physical, mental, and environmental working conditions.

Bend: Occasionally  
Squat: Occasionally  
Crawl: Rarely  
Climb: Rarely  
Kneel: Rarely  
Handle Objects: Frequently  
Push/Pull: Frequently  
Reach Above Shoulder Level: Occasionally  
Sit: Frequently  
Stand: Occasionally  
Walk: Frequently  
Use Fine Finger Movements: Frequently  
Carry/Lift Loads up to 25 Pounds: Occasionally  
Carry/Lift loads between 25-50 lbs: Occasionally  
Carry/Lift Loads over 50 Pounds: Occasionally  
Read/Comprehend: Frequently  
Write: Frequently  
Perform Calculations: Occasionally  
Communicate Orally: Frequently  
Reason and Analyze: Frequently  
Chemical/Biological Agent: Rarely  
Construction Activities: Occasionally  
Contact with Water/Liquids: Occasionally  
Drive Motorized Equipment: Not applicable  
Confined Spaces: Rarely  
Elevated Work Location: Frequently  
Radioactive Materials: Not applicable  
Temperature Variations: Occasionally  
Gas System: Not applicable