

POSITION DESCRIPTION
STUDENT SUPPORT SERVICES LEADER

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 Leader (“SSSL”) is responsible for communicating The Wooden Floor’s mission, programs, and policies to students and providing program administration support at the Annex Depot at Santiago. The SSSL works closely with the Student Development Manager (SDM) and the Student Support Services Advisor (SSSA) to ensure the administration and management of Student Support Services (SSS) is successfully integrated and implemented at the two locations, the Main Street Campus and the Annex Depot at Santiago.

In addition, SSSL fosters nurturing relationships with students, sets consequences, acts as a role model, and provides support and guidance to students. The SSSL must be an effective communicator, a good listener, and maintain a friendly, outgoing demeanor to all stakeholders. The SSSL 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: Student Development Manager

Classification: Non-Exempt

Status: Part-time (Monday – Friday, 3:00pm to 8:30pm and Saturdays as required)

Essential Job Functions:

General Program Management:

- Assist SDM in planning and 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.
- Work closely with SSSA to manage and track attendance as well as follow-ups which include but not limited to preparation of notifications regarding student absenteeism and parent conferences.
- Keep accurate records and prepare written reports as required by other departments.
- Create and maintain student profiles and file appropriately.
- Create and maintain student electronic files in Cityspan.
- Work closely with SSSA to track families who are on the tuition payment plan and need to make monthly payments. Keep an ongoing log of payments and balances.
- Communicate with families regarding outstanding balances and enforce applicable late fees.
- Be flexible and willing to perform other duties as appropriate to meet goals and objectives.
- Attend weekly scheduled program staff meetings.

Student Supervision/Mentoring Program Management:

- Ensure supervision of students at all times.
- Encourage student participation and attendance of dance classes.
- Communicate with DSD and FSC 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.

Student Activities and Events Management:

- Work closely with SSSA to arrange logistics for workshops (self-esteem workshops, EMPOWERMENT™, etc.) including but not limited to creating invitations, publicizing and marketing events, purchasing supplies, etc.
- Create activities for students which enhance community and allow students to establish and deepen relationships with peers.

Dance Partner Program Management:

- Work closely with SSSA to collaborate with the Development Department by assisting in planning for special events such as the Holiday Donor Party and the Concert Reception.
- Work closely with SSSA in handling student and parent communication related to Dance Partner activities at the Annex Depot at Santiago.

Summer Camps Management:

- Communicate with camp administration and staff to set up reservations, contracts and any necessary deposits.
- Assist the SSSA to promote camp opportunities to students and parents accordingly via telephone calls, letters and informational meetings.
- Submit in-kind forms and follow up with thank you notes from students.

Resource Development:

- Work closely with DSD and SSSA to prepare the quarterly staff report prior to each board meeting, as requested.
- Provide student services reports at board meetings, upon request.
- Work closely with DSD and SSSA to assist Development Department by providing information for grant proposals.
- Report accurate student services statistics each quarter and work closely with the Development Department as 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 SSSL interacts with the students, parents, faculty, musicians, and all organizational directors and staff. Externally, the SSSL 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, Subject: Student Support Services Leader

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