



**Orange County Department of Education
Human Resources Department
Certificated Management Class Specification**

Associate Superintendent, Student Services & Programs

Class Code: 1622

Work Days: 225

GENERAL PURPOSE

Plan, direct, manage, control, and provide strategic leadership for the activities and operations of the Student Services Division, including the direction and promotion of student services initiatives, including but not limited to mental health, child welfare and attendance, health, and student service intervention programs; coordinate activities with other divisions and outside agencies; and provide administrative support to the organization. Act as a senior level Cabinet member providing direct support to the Superintendent in a variety of capacities including, but not limited to, working with outside agencies, professional organizations, and the Board of Education as needed.

SUPERVISION RECEIVED AND EXERCISED

1. Receives direction from County Superintendent.
2. Exercises direct supervision over management, professional, supervisory, technical, and clerical staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This position description is intended to describe the general nature and level of work being performed by an employee assigned to this position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with this position. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

1. Assume full management responsibility for all Student Services activities, including the direction and promotion of student support programs and policies; recommend and administer policies and procedures.
 2. Lead the development and execution of a student-centered strategic vision that prioritizes student success, access, and well-being; ensure equitable access to programs that promote student well-being, engagement, and success; and provide oversight, strategic direction, and accountability for all student services initiatives, including but not limited to mental health, child welfare and attendance, health, and student service intervention programs.
 3. Lead organization-wide student services efforts, working collaboratively with Cabinet to implement systemic strategies that remove barriers to learning and create favorable educational conditions.
 4. Manage the development and implementation of Student Services goals, objectives, policies, and priorities for each assigned service area; establish appropriate service and staffing levels within Orange County Department of Education (OCDE) policy; allocate resources accordingly.
 5. Continuously monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; assess and monitor workload, administrative and support systems, and internal reporting relationships; identify opportunities for improvement; direct the implementation of changes.
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6. Represent Student Services to other divisions and outside agencies; explain, justify, and promote programs, policies, and activities; negotiate and resolve sensitive, significant, and controversial issues.
 7. Provide performance management leadership to staff; plan, direct, and coordinate with subordinate level managers to identify and resolve problems; assign work activities and projects; monitor workflow; review and evaluate work products, methods, and procedures.
 8. Provide coaching to employees; collaborate on goal development, set clear expectations, provide constructive feedback, and check in regularly for understanding.
 9. Direct the development and administration of the budget; forecast additional funds needed for staffing, equipment, materials, and supplies; coordinate the monitoring of and approve expenditures; recommend budgetary adjustments as necessary.
 10. Serve as a senior level member of Cabinet supporting fellow Cabinet members and their Division activities and operations as needed.
 11. Provide direct support and assistance to the Superintendent in organizational matters of higher complexity and/or sensitivity.
 12. Review facilities, leases, and contracts to determine expansion, guidelines, master plan improvements, inventory requirements, utilization, and flexibility.
 13. Represent OCDE as an advocate for student services issues before the Senate Legislature, State Department of Education, State Board of Education, and various organizations, commissions, and higher education institutions; review, interpret, and develop legislation relative to Student Services as required.
 14. Act as liaison for various school districts, the California Department of Education, and the State Legislature.
 15. Provide leadership to assistant superintendents and directors from local districts to align with state and federal regulations while supporting data-driven continuous improvement, implementation of evidence-based curriculum, and assessment of student progress related to comprehensive student services to ensure coordinated, high-impact services.
 16. Develop systems of support that enhance student engagement, reduce chronic absenteeism, and promote wellness.
 17. Participate on various boards and commissions; attend and participate in professional group meetings; stay abreast of new research, trends, and innovations in student support services.
 18. Respond to and resolve complex and sensitive inquiries and complaints.
 19. Demonstrate attendance sufficient to complete the duties of the position as required.
 20. Perform related duties similar to the above in scope and impact as required.

QUALIFICATIONS (KNOWLEDGE, SKILL, ABILITY REQUIREMENTS)

Knowledge of:

1. Operational characteristics, services, and activities of a comprehensive student services program.
2. Organizational and management practices as applied to the analysis and evaluation of programs, policies, and operational needs.

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3. Modern and complex principles and practices of program development and administration.
 4. Advanced principles and practices of budget preparation and administration.
 5. Principles of effective supervision, leadership, training, coaching, and performance evaluation.
 6. California Education Code, Administrative Code, Government Code, and the policies, rules, and regulations of county school offices.
 7. Pertinent federal, state, and local laws, codes, and regulations.
 8. Process and procedures of state governmental agencies and legislative bodies.

Ability and Skill to:

1. Select, train, lead, coach, direct the work of, supervise, and evaluate management, supervisory, professional, and technical employees; effectively delegate authority and responsibility.
2. Provide administrative and professional leadership and direction for the Student Services Division.
3. Identify and respond to community issues, concerns, and needs.
4. Develop, implement, and administer goals, objectives, and procedures for providing effective and efficient student services.
5. Prepare and administer large and complex budgets; cost-effectively allocate limited resources.
6. Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
7. Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
8. Prepare clear and concise administrative and financial reports.
9. Interpret and apply federal, state, and local policies, procedures, laws, and regulations.
10. Communicate clearly and concisely, both orally and in writing.
11. Establish and maintain effective working relationships with those contacted in the course of work, including Board of Education members and other appointed or elected officials, community groups, and the general public.

Education, Training, and Experience:

A typical way of obtaining the knowledge, skills, and abilities outlined above is a master's degree in education, including training in education, public administration, or a related field, and seven (7) years of experience managing multi-faceted school operations, including two (2) years of supervisory experience and two (2) years of service in district or county level administration; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

A valid California Pupil Personnel Credential.

A valid California Administrative Credential.

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.

Physical Demands

Employees must be able to perform the essential functions of the position with or without accommodation. Employees in this classification must be able to travel countywide to a variety of sites within a reasonable time frame, read written and electronic materials, and communicate clearly with those contacted through the course of work (typically in person, on the phone, and via email); perform deskwork for extended periods; and access and operate all required equipment for job duties. The position may include occasional need to traverse uneven surfaces and move items weighing up to 25 pounds.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret information; analyze and solve problems; use mathematical reasoning; make observations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks with frequent interruptions; work under intensive deadlines and meet productivity requirements; and interact successfully with various groups of people encountered in the course of work.

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.

Employee typically works in an office environment that is fast-paced with high pressure. Program needs may require work in the evening and/or weekend hours.