

## **COUNSELOR**

### **Job Description**

**CATEGORY:** ADMINISTRATIVE AND PROFESSIONAL  
**POSITION STATUS:** FULL-TIME  
**FLSA STATUS:** EXEMPT  
**SALARY RANGE:** 17  
**REPORT TO:** EXECUTIVE DIRECTOR OF STUDENT LIFE AND CIVILITY  
**REVIEWED DATE:** MAY 28, 2019

The incumbent in this job is expected to assist the College in achieving its vision and mission of student success and service to the community. A commitment to excellence, service, and a willingness to assist as needed are expectations for all employees.

#### **JOB SUMMARY**

Supports the students' overall educational experience by providing individual and group counseling services and oversees the College's support services for students with disabilities.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Provides confidential counseling services to students, including assessment, crisis intervention, short-term counseling, disability counseling, case management services, and referrals to campus and community resources.
- Maintains up-to-date understanding of law relevant to disability services, certifies student eligibility for services, and determines reasonable accommodations for students with disabilities in accordance with the Americans with Disabilities Act and Section 504 of the Rehabilitation Act.
- Assists individuals in understanding and overcoming social, emotional, and developmental issues.
- Coordinates with campus police, faculty, administrators, and staff to provide crisis intervention, counseling, and referral.
- Maintains accurate and current documentation regarding counseling intake, treatment and referrals.
- Collects, organizes, and analyzes information about individuals through records, tests, interviews, and professional sources to appraise their interests, aptitudes, abilities, and personality characteristics, to assist with vocational and educational planning.
- Develops and presents relevant wellness and/or student success seminars on campus.
- Refers students to relevant community resources as needed.
- Engages in research and follow-up activities to evaluate counseling techniques.
- Encourages the development of a supportive campus environment by establishing and maintaining collaborative working relationships with campus departments and communicating with faculty and staff regarding student accommodation plans and the requirements of disability law to foster student success.
- Provides workshops and programming for faculty, staff and students on a variety of issues including stress, depression, suicide, anxiety, crisis intervention, conflict resolution, study skills, substance abuse, and sexual assault.
- Maintains working-knowledge of local resources and cultivates professionally collaborative relationships within the community.

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- Develops and implements the various institutional forms used by the counseling and disability support services functional area.
- Assists in the budget development for the counseling and disability support services functional area, in collaboration with the Director of Student Life.
- Compiles and studies occupational, educational, and economic information to aid counselees in making and carrying out vocational and educational objectives.
- Assists with the process for systematic review and evaluation of the counseling and disability support services functional area at the College, in collaboration with the Director of Student Life, per the model adopted by the College, including the development and monitoring of outcomes and plans of action for improvement based on the assessment of those outcomes and plans.
- Maintains awareness of best practices, emerging trends and new legislation relating to counseling and disability support services functional area.
- Represents the counseling and disability support services interests of the College in regional and state meetings and serves as liaison to other colleges and universities within the state and region for work on collaborative grants and projects relating to counseling and disability support services.
- Assists with the development, implementation, monitoring, and revision of policies and procedures relating to the counseling and disability support services functional area.
- Assists with the academic advising process, as needed.
- Visits area high schools to conduct seminars and presentations, or disperse college information, as needed.
- Participates in the process for systematic review and evaluation per the institutional effectiveness model adopted by the College.
- Assists with preparation and production of new student convocation and College commencement exercises.
- Attends the workplace regularly, reports to work punctually and follows a work schedule to keep up with the demands of the worksite.
- Working hours may include evenings, holidays or weekends depending on deadline requirements and special events.
- Completes duties and responsibilities in compliance with college standards, policies and guidelines.
- Uses interpersonal skills and makes sound judgments to decide how duties and responsibilities are completed between coworkers, the supervisory chain, faculty, staff, students, and customers.
- Completes all required training and professional development sessions sponsored by Texas Southmost College.
- Supports the values and institutional goals as defined in the College's Strategic Plan.
- Promotes positive morale and teamwork within the department and provides exceptional customer service to students, faculty and community.

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- Serves on committees as appropriate and as appointed by supervisor.
- Performs other duties as assigned.

### **REQUIRED KNOWLEDGE AND SKILLS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- A strong commitment to the mission of Texas Southmost College.
- Demonstrated knowledge of the counseling and disability support services functional area and the administration of such functions.
- Demonstrated knowledge of principles and processes for delivering class-leading customer services. This includes student needs assessment, establishing quality standards and metrics for services, and the evaluation of customer satisfaction.
- Ability to effectively supervise and motivate personnel.
- Demonstrated knowledge of the planning, implementation and monitoring of budgets in an educational environment.
- Demonstrated knowledge of the rules, regulations and principles of the THECB, as well as other state and federal laws and regulations regarding student activities.
- Demonstrated excellent communication, interpersonal and leadership skills; ability to work independently with little direction.
- Demonstrated organizational skills in handling, directing, and prioritizing multiple and complex assignments/projects and maintaining records.
- Ability to establish and maintain positive and effective working relationships with students, College employees and the public.
- Ability to communicate effectively, both orally and in writing; define problems, collect data, establish facts, and draw valid conclusions; and effectively present information to top management, public groups, and other groups.
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Experience of working effectively in a team environment with a customer service focus.
- Excellent customer service skills and interpersonal skills.
- Excellent oral and written communication skills.
- Ability to handle sensitive and extensive confidential data.
- Problem solving skills and the ability to lead, instruct, handle a large variety of details and to work with all levels of organization.
- Ability to perform and excel in a high-tech all-digital environment.
- Proficient in the use of e-mail, word processing, spreadsheet, database, and presentation software and use of the Internet to access data, maintain records, generate reports, and communicate with others.

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### **REQUIRED EDUCATION AND EXPERIENCE**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education and experience required.

- Master's degree in Counseling, Psychology, Social Work or a related field from an accredited college or university is required.
- Minimum of three (3) years in an academic counseling and disability support services environment.

### **PREFERRED EDUCATION AND EXPERIENCE**

- Community college experience in the administration of counseling and disability support services.
- Demonstrated experience of positive and proactive approaches in identifying problems, creating innovative solutions, managing projects, leading teams through collaboration, and implementing efficiencies and effectiveness using technology.
- Bilingual in English-Spanish.

### **CERTIFICATES AND LICENSURES**

- Must be a Licensed Professional Counselor (LPC), Licensed Marriage and Family Therapist (LMFT), Licensed Clinical Psychologist (LCP), or National Certified Counselor (NCC).

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand. The employee is occasionally required to walk; sit; use hands and fingers to handle objects, tools, or controls; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear; and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee occasionally works near moving mechanical parts and is occasionally exposed to risk of electrical shock. The noise level in the work environment is usually moderate.

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Disclaimer:

The duties listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Are you able to perform these essential job functions with or without reasonable accommodation?

- Yes
- With Accommodations

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Direct Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_

HR Representative: \_\_\_\_\_ Date: \_\_\_\_\_

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**Posting Specific Questions**

Required fields are indicated with an asterisk (\*).

1. \*How did you hear about this employment opportunity?
  - TSC Website
  - HigherEdJobs
  - Indeed
  - LinkedIn
  - Specialty Job Board
  - Facebook
  - Work-In-Texas/ Texas Workforce Commission
  - Job Fair
  - Personal Referral
2. \*Do you have a Master's degree in Counseling, Psychology, Social Work or a related field from an accredited college or university?
  - Yes
  - No
3. \*Do you have a minimum of three (3) years in an academic counseling and disability support services environment?
  - Yes
  - No
4. \*Are you a Licensed Professional Counselor (LPC), Licensed Marriage and Family Therapist (LMFT), Licensed Clinical Psychologist (LCP), or National Certified Counselor (NCC)?
  - Yes
  - No
5. Do you have community college experience in the administration of counseling and disability support services?
  - Yes
  - No
6. Do you have demonstrated experience of positive and proactive approaches in identifying problems, creating innovative solutions, managing projects, leading teams through collaboration, and implementing efficiencies and effectiveness using technology?
  - Yes
  - No
7. Are you bilingual in English-Spanish?
  - Yes
  - No