Position Announcement
Director, Student Services
Recruitment No. 5590816

Human Resources seeks candidates for the Director, Student Services position in Student Services. The employee reports to the Vice President for Student Life.

Responsibilities

Provide leadership in office management, supervise two full-time Student Services staff as well as student employees, and encourage participation in professional development and training opportunities.

a. Develop and implement strategic plans, program goals and operating procedures for Student Services consistent with the department mission.
b. Maintain knowledge of current and emerging environmental, regulatory and legislative issues and trends impacting the delivery and financing of disability and veterans services.
c. Manage the department budget.
d. Review and update all marketing materials including the web with regard to accessibility and compliance issues.
e. Represent the Office and participate at campus events such as orientation, workshops, administrative training; and serve on committees as appropriate.
f. Provide direction, leadership and advocacy that ensures equal access and opportunity for students with disabilities to faculty, staff, administration, committees, and task forces.
g. Review requests and make recommendations regarding withdrawals, military deployment, course substitutions and alternative possibilities to University requirements.
h. Supervise the maintenance and regular updating of all "active" files; verify file information is accurate and current.
i. Chair the planning committee for the Annual Veterans Day Ceremony

Process and manage Veterans' education benefit paperwork in accordance with Federal and State guidelines.

a. Apply for, train and receive authorization as a School Certifying Official (SCO) from and for the Veterans Administration (VA). The SCO is the primary signature and on-site liaison between the University and VA.
b. Provide prospective and incoming enrolled and actively attending students with assistance and guidance on effectively utilizing their VA education benefits.
c. Calculate and certify VA education benefits and entitlements for eligible military students and dependents each semester and summer session in accordance with Federal and State guidelines.
d. Provide notice to the VA of student's schedule, changes in enrollment, satisfactory progress and tuition billed.
e. Communicate regularly with the Kansas Commission on Veteran Affairs, the State Approving Agency, to affect necessary coordination and to ensure that Washburn's academic programs are properly represented for VA approval.
f. Comply with the VA regulatory measures in order to preclude liability action against the University. Maintain records and files which are subject to periodic State and Federal compliance surveys/audits.
g. Be an educational liaison with various service agencies such as the American Legion and VFW to coordinate on-campus or in-community activities.
h. Advise, counsel and mentor registered students on issues pertaining to class schedules; accommodation and/or
VA education benefit concerns; or other financial, personal and social concerns.

Provide leadership and oversight for all disability accommodations and services provided to undergraduate and
graduate students with documented disabilities.

a. Oversee provision of services, set policies concerning accommodations, and monitor compliance with the
Americans with Disabilities Act (ADA) as it relates to students with disabilities to ensure that Washburn students
with a documented disability have the appropriate and reasonable accommodations.
b. Provide information to prospective students on services available, as well as the documentation requirements
and general campus information.
c. Review and evaluate medical documentation, determine eligibility for services, and meet with students to
establish appropriate services and accommodations.
d. Arrange provision for academic accommodations such as alternative-format textbooks, note-takers etc.
Contact, coordinate and supervise specialized consultants such as sign-language interpreters and CART reporters
as needed.
e. Collaborate on decision making, policies and coordination of services with other departments including
Student Life, Enrollment Management and campus facilities.
f. Establish good communication and clear expectations with students, their parents, and faculty to avoid
problems and resolve complaints.
g. Educate, assist and provide guidance to the campus community on academic accommodation issues and serve
on committees related to accessibility and diversity.

Required Qualifications: Master's degree in higher education, student affairs, special education, rehabilitation
counseling or a related field. Experience with Veterans programs or Disability/Accessibility Services.

Preferred Qualifications: 3 years of supervisory experience. Experience certifying VA benefits. Experience
reviewing disability documentation, conducting interactive processes to determine accommodations, approving
accommodations, consideration of requests for academic adjustments.

Application Procedures

Submit a letter of interest, resume, Resume Supplement for Administrative Positions (available at
www.washburn.edu/hr-forms), copy of unofficial transcript(s) for highest level of post-secondary education
(official transcript for all levels of post-secondary education may be requested upon hire), and names and phone
numbers of three professional references to getajob@washburn.edu or to Washburn University Human
Resources, 118 Morgan Hall, 1700 SW College, Topeka, Kansas 66621. Review of applications will begin
August 29, 2016, and continue until interviews are scheduled. Salary is upper $40K commensurate with
qualifications. Excellent fringe benefits package. Employment at Washburn University will be conditioned
upon satisfactory completion of a background check.

To enrich education through diversity, Washburn University is an equal opportunity employer. Candidates from
under-represented groups are encouraged to apply.