

PERALTA COMMUNITY COLLEGE DISTRICT

CLASSIFIED JOB DESCRIPTION

COORDINATOR/UNDOCUMENTED STUDENT SERVICES

(SEIU Local 1021 Salary Range 95)

Job Code: 1116

CLASS PURPOSE

Under the general direction of the Dean of Enrollment Services (or designee), the Coordinator for Undocumented Student Services provides culturally responsive, equity-driven leadership and coordination of daily operations for the Undocumented Community Resource Center (UCRC). The role supports undocumented students and students from mixed-status households by developing, implementing, and evaluating programs aligned with California policies (e.g., AB 540, AB 2000, SB 68). The Coordinator also collaborates closely with internal departments and external stakeholders to enhance student enrollment, retention, and success.

WORK SCHEDULE

This is normally a full-time position with a work schedule of five days and 40 hours/week. Duties are performed 12 months a year. May be required to work some evenings and Saturdays during peak periods, such as registration, audits, fiscal year end, graduation, etc.

EXAMPLES OF ESSENTIAL DUTIES:

The Americans with Disabilities Act (ADA) requires the district to identify the essential duties/functions of the position. To perform this job successfully, an individual must be able to perform each essential duty of the position satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions required for the position.

Any one position may not include all the duties listed nor do listed examples include all tasks which may be found in positions of this class.

Program Coordination & Communication

- Lead and coordinate day-to-day operations of the UCRC, including filing, data entry, supplies management, and communication with campus and community partners.
- Design, implement, and evaluate programming focused on undocumented student success.
- Maintain consistent communication with faculty, staff, students, and external partners.
- Collaborate with departments and agencies to ensure compliance with relevant laws and delivery of effective support services.

Direct Student Support

- Serve as a primary contact for undocumented students.
- Provide personalized coaching, case management, and direct referrals to campus and

community-based services.

Outreach & Workshop Facilitation

- Plan and lead workshops on legal rights, financial aid, AB 540 eligibility, the CA Dream Act, and DACA updates.
- Support outreach for concurrent enrollment and non-credit program opportunities.
- Organize and coordinate events such as Undocumented Student Action Week.

Training & Resources Development

- Coordinate the creation and distribution of culturally relevant, multi-lingual outreach materials.
- Identify and promote ally training and professional development for faculty, staff, and administrators.
- Participate in statewide conferences, webinars, and workgroups related to undocumented student success.

Budget & Administrative Support

- Assist in the preparation and monitoring of the UCRC program budget.
- Process invoices, requisitions, and expense reports related to undocumented student services.
- Track and report service utilization, program outcomes, and student engagement data.

Institutional & Community Collaboration

- Partner with departments such as Admissions & Records, Financial Aid, Counseling, EOPS, SAS, Adult Education, and Basic Needs Center.
- Strengthen trust and referral pathways with community-based organizations, including legal aid groups.
- Participate in workgroups and institutional planning efforts to promote equitable student support.

Clerical & Operational Functions

- Maintain accurate student files, appointment logs, records of services, and correspondence.
- Prepare reports and documentation for grant compliance and program evaluation.
- Run queries, analyze data, and collaborate with institutional researchers as needed.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS

- Possession of a bachelor's degree from an accredited college or university in a relevant field and four (4) years of experience in program planning and coordination; or an equivalent combination of education and qualifying professional experience.

- Knowledge of undocumented student needs, including AB 540 eligibility, residency challenges, and common barriers to access.
- Familiarity with legislation and policies impacting undocumented students, such as residency determination, enrollment, and financial aid navigation.
- Understanding of key matriculation processes for undocumented students, such as residency determination, enrollment, and financial aid navigation.
- Experience connecting students to legal services, basic needs support, and campus-based resources.
- Commitment to equity, student advocacy, and cross-departmental collaboration in support of undocumented student success.
- Proficiency in the use of personal computers and standard office software (e.g., Microsoft Word, Excel, PowerPoint).
- Demonstrated cultural competency and sensitivity to the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students and staff.

DESIRABLE QUALIFICATIONS

- Lived experience as an undocumented or mixed-status student or working in undocumented student advocacy.
- Experience with California residency policies (e.g., AB 540, AB 2000, SB 68) and the California Dream Act.
- Familiarity with student services programs in California community colleges.
- Knowledge of:
 - Principles and practices of program evaluation and student-centered service delivery.
 - State and federal policies affecting undocumented students.
 - Title V, Ed Code, and regulations governing student services.
- Ability to:
 - Coordinate and evaluate complex student support programs.
 - Communicate clearly and compassionately, both orally and in writing.
 - Prepare and maintain accurate records and reports.
 - Plan and prioritize tasks independently.

ENVIRONMENTAL DEMANDS

- Occasional work performed alone.
- Constant work around and with people.

MENTAL REQUIREMENTS

- Flexibility or ability to manage multiple demands and deadlines.
- Emotional intelligence and resilience to support vulnerable student populations.

PHYSICAL REQUIREMENTS

- Occasional standing, walking, stooping, kneeling, squatting, and climbing stairs.
- Occasional lifting and carrying up to 15 lbs.
- Frequent reaching, high, low, and level.
- Frequent audio acuity at all ranges, including speech.
- Frequent visual acuity for reading.
- Constant sitting.
- Constant use of clear oral communication.

TOOLS AND EQUIPMENT USED

- Standard office machines and equipment.
- Department-specific and student database systems (e.g., SARS, PeopleSoft, Microsoft Bookings). equipment.