

COUNSELING ASSISTANT

CLASS SUMMARY

Under general supervision – assists credentialed counselors by performing initial interviews of students, student orientation to programs, and para-professional counseling; in addition, performs related clerical duties; performs related duties as required.

REPRESENTATIVE DUTIES

Conducts initial interview with students and completes related forms; orients students to program(s); performs clerical duties such as maintaining student files and making appointments for counselors; assists in establishing referral liaison between students and college or community resources; may conduct presentations on program(s) to public; may provide para-professional counseling to individual or groups of students; maintains a proper counseling environment. Some incumbents in this class may act as an interpreter for monolingual/limited English students.

ORGANIZATIONAL RELATIONSHIPS

This class reports to designated administrator and is directed in their work by Counselors. This class works closely with students, may communicate to the public about their program and may interface with faculty or community resources about a student.

DESIRABLE QUALIFICATIONS GUIDE

Training and Experience

Any combination of training and/or experience equivalent to 6 months experience in a position that involves considerable public contact.

Knowledge and Abilities

Knowledge of: human behavior and principles of psychology; good written and spoken English, appropriate to college level students; relevant college procedures, policies, and programs; college and community resources available for dealing with student problems; principles and techniques of para-professional counseling related to student interests and problems; clerical, filing and record keeping procedures.

Ability to: interview and assist a wide variety of students in helpful and mature ways; refer students to resource materials and other offices where further assistance may be obtained; give explanations to individuals and groups of students; establish and maintain effective relationships with students and employees; understand and follow oral and written instructions; be sensitive to students from diverse backgrounds; perform clerical, filing and supportive duties; maintain a proper counseling environment.

Skills: Some positions may require oral and written proficiency in a second language as measured by biliteracy tests.