



JOB DESCRIPTION

JOB TITLE

Student Services Manager

FTE/HOUR ALLOTMENT

1.0 FTE (40 hours per week)

REPORTING STRUCTURE

Reports to: Executive Director

Supervises: Social Workers, School Counselors

MISSION ALIGNMENT

Our Mission: To grow environmentally literate, community-impacting learners of excellence.

Our Vision: CCS strives to be a school where students build meaningful connections with each other, the community, and the environment through exceptional and relevant learning experiences.

DEPARTMENT/PROGRAM

Crosslake Community School District

JOB SUMMARY/PURPOSE

The Student Services Manager provides district-wide leadership and coordination of social-emotional and mental health services across both the online and seat-based schools. This role oversees school social workers and school counselors, ensuring cohesive, high-quality support systems for all Pre-K–12 students. The Student Services Manager leads district mental health initiatives, fosters collaboration with external partners, and advances practices that promote student well-being, engagement, and academic success. This position aligns with the district's mission to nurture the whole child and build a supportive, inclusive community for every learner.

STRATEGIC ALIGNMENT & EXPERIENCE IMPACT

This position supports our strategic directions and contributes to creating positive daily experiences by:

- **For Students:**
 - Ensuring access to consistent, high-quality social-emotional and mental health supports across all schools
 - Promoting a safe, inclusive, and responsive environment where students feel supported, valued, and empowered to thrive academically and personally
- **For Staff & Community:**
 - Leading and supporting school social workers and counselors in delivering coordinated, strengths-based services that align with district priorities and MTSS frameworks
 - Collaborating with principals, teachers, and district leadership to integrate mental health and wellness practices into daily instruction and school culture
 - Building partnerships with families and community providers to strengthen wraparound supports and enhance student well-being across both learning environments

ESSENTIAL DUTIES AND RESPONSIBILITIES

- **Providing district-wide leadership** for social-emotional and mental health services across both the online and seat-based schools.
- **Supervising and supporting** school social workers and school counselors, including regular check-ins, goal setting, and performance feedback.
- **Fostering collaboration and consistency** in student support practices across both schools.
- **Meeting regularly with administrative teams** to align student service initiatives with school and district goals.
- **Planning and facilitating professional learning** for student services staff focused on trauma-informed care, SEL, mental health, and best practices in student support.
- **Leading the development, implementation, and evaluation** of district-wide mental health and wellness initiatives.

- **Coordinating partnerships** with external mental health providers to ensure cohesive, student-centered care.
- **Overseeing attendance interventions**, 504 plan processes, and other district-level student support systems in collaboration with building administrators.
- **Supporting the integration of SEL and mindfulness** into curriculum and daily practice across grade levels and platforms.
- **Facilitating bi-weekly district Student Support Team meetings** to review data, discuss interventions, and monitor student progress.
- **Collaborating with principals, MTSS teams, and instructional staff** to promote academic, behavioral, and social-emotional success.
- **Partnering with families and community organizations** to connect students with appropriate resources and strengthen home-school relationships.
- **Communicating regularly** with district leadership regarding program impact, student trends, and resource needs.
- **Coordinating crisis response** and ensuring consistent implementation of intervention protocols across schools.
- **Ensuring adherence to federal, state, and district regulations** related to student services, including 504, McKinney-Vento, and data privacy laws.
- **Maintaining accurate, confidential records and overseeing** reporting of student support data for district accountability.
- **Collaborating with building teams** to ensure compliance with all policies and procedures governing student support services.
- **Promoting positive school climates** through leadership in PBIS, SEL, and mental health initiatives.
- **Contributing to school culture and community building** by participating in events such as Unity Day, JTerm, and wellness campaigns that foster belonging and connection.
- **Participating in district committees and initiatives** that align with whole-child development and inclusive education.
- **Maintaining professional responsibilities**, including valid licensure, confidentiality, and accurate documentation of student performance and professional development.
- **Communicating effectively with families, staff, and external partners** to ensure student success and build strong school-community partnerships.
- **Participating in professional development, team meetings, and committees** to support school goals, continuous improvement, and personal growth.
- **Modeling and promoting the district's mission** to nurture the whole child, advance equity, and foster a positive and inclusive climate.
- **Supporting school operations and systems** by performing additional duties as assigned and contributing to a collaborative, solution-focused culture.

CORE VALUES DEMONSTRATED IN THIS ROLE

This position demonstrates our core values through:

- **Respect:** Building trusting relationships with students, families, and colleagues by honoring individual experiences, listening with empathy, and fostering a safe, supportive environment for all.
- **Excellence:** Delivering high-quality, student-centered support through proactive intervention, clear communication, and evidence-based practices that promote social, emotional, and academic growth.
- **Learning:** Engaging in continuous professional development and reflective practice to remain current on trauma-informed care, mental health resources, and best practices in student support.
- **Integrity:** Upholding confidentiality, acting ethically, and advocating for student well-being while modeling dependability, accountability, and professionalism in every interaction.
- **Community:** Collaborating across departments and with community partners to connect students and families with needed supports, contributing to a positive, inclusive school culture where all students feel valued and supported.

REQUIRED QUALIFICATIONS

- **Education:**
 - Bachelor's degree in education or related field required
 - Valid Minnesota School Social Worker or School Counselor licensure
 - Additional training or certification in educational leadership, mental health, or trauma-informed practices preferred
- **Experience:**
 - Minimum of three years of experience providing social-emotional or mental health support to youth in educational or advocacy settings
 - Demonstrated success in leading student support initiatives, staff development, or school-wide wellness programs
 - Experience collaborating in online or blended learning environments
 - Background in developing and implementing individualized plans (e.g., 504 Plans, intervention plans) and managing multi-tiered systems of support (MnMTSS)
 - Familiarity with student information systems and learning management platforms
- **Knowledge/Skills:**
 - Comprehensive understanding of best practices in social-emotional learning (SEL), trauma-informed care, and school-based mental health supports
 - Strong grasp of charter school operations, compliance requirements, and Minnesota academic standards
 - Ability to lead with empathy, clarity, and integrity while balancing multiple priorities in a fast-paced environment
 - Demonstrated skill in team leadership, supervision, and collaboration across departments and with external partners
 - Strong organizational, problem-solving, and multitasking abilities with attention to detail and follow-through
- **Technology Proficiency**

- Demonstrated fluency with educational technology tools including Google Workspace (Docs, Meet, Drive, Calendar), Microsoft Office (Word, Excel, PowerPoint), and learning management systems (LMS).
- Ability to integrate technology creatively and effectively into instruction and school operations, with a growth mindset toward emerging tools and practices, including AI.
- **Personal attributes:**
 - Visionary leadership with a commitment to fostering equitable, inclusive, and student-centered learning environments
 - Exceptional communication and relationship-building skills with students, families, and staff
 - Professionalism, adaptability, and integrity in all forms of communication and decision-making
 - Commitment to environmental education and making a positive impact on the school community
 - Demonstrated leadership that supports collaboration, continuous improvement, and staff well-being

PREFERRED QUALIFICATIONS

- Master's degree in Social Work, Education, or a related field
- Supervisory or leadership experience in educational or student support settings
- Experience supporting students in virtual, online, or blended learning environments
- Familiarity with special education supports, inclusive instructional practices, and diverse learner needs, including students with IEPs or English language learners
- Experience with educational technology integration, digital instructional design, and AI-informed practices to enhance student support and learning outcomes
- Experience participating in or leading extracurricular activities, student groups, or school-wide initiatives
- Prior work in charter or alternative school settings

WORKING CONDITIONS

- Year-round position with negotiated hybrid work arrangements; flexibility for strategic priorities
- Frequent sitting and hand use (e.g., typing, computer work) required
- Occasional standing, walking, reaching, and crouching
- Must be able to talk and hear effectively to support virtual instruction and communication
- Occasionally required to lift and carry materials up to 25 lbs
- Occasional travel may be required for in-person collaboration or training
- Requires strong organization, independent time management, and the ability to collaborate virtually with staff and leadership

TERMS OF EMPLOYMENT

- **Employment Agreement:** 12-month position, year-round (230 working days)
- **Schedule:** 8 hours per day; general business hours are 7:45 a.m. to 3:45 p.m. with flexibility as needed
- **Position Type:** Hybrid negotiated work arrangement; supporting both on-site and online programs
- **Technology Requirements:** Must maintain and regularly update Google Calendar as the school uses Google Workspace
- **Meeting Requirements:** Must attend all required weekly meetings including department, MnMTSS and full staff meetings
- **Delegation Structure:** Required to establish and maintain a clear delegation structure during any absences
- **Salary Range:** 56,000 - 70,000
- **Benefits:** Comprehensive benefits package including health insurance, retirement, and paid time off

DISCLAIMER

This position description accurately reflects the primary duties, responsibilities, and requirements of the role. It does not exclude other assigned duties not mentioned above. CCS is an equal opportunity employer committed to building an inclusive community of educators.

If interested, please send a resume and letter of interest to hiring@crosslakekids.org.

Board Approved

Date: _____

