



Administrative Procedure 452.3

ROLE OF DIRECTOR OF STUDENT SUPPORT SERVICES

Background

Guided by the District's vision, principles, mission and values, and our goals, the Director of Student Support Services will assist the Superintendent in fulfilling the general and specific aspects of the role description for the Superintendent as defined in the [School Act](#) and [Board policy](#).

Procedures

The Director of Student Support Services is directly responsible and accountable to an Assistant Superintendent or the Deputy Superintendent and is responsible for the direction and operation of Safe Schools, Human and Social Development and Student Support Services of the District.

The Director of Student Support Services will have specific responsibilities for:

1. Student Learning

- 1.1 Ensures all students in the District have the opportunity to meet the standards of education set by the Minister.
- 1.2 Ensures the creation and maintenance of procedures and practices that provide students with the safest and most empowering learning environments.
- 1.3 Ensures a range of services and programs in a variety of settings which reflect the diversity of student strengths and needs, leading to the effective implementation of curriculum in the District.
- 1.4 Ensures all students have equitable access to support services and programs at the school, District and community levels.
- 1.5 Ensures accountability for achievement of approved learning outcomes in all schools.
- 1.6 Provides leadership in fostering conditions which promote the improvement of educational opportunities for all students in schools and programs within areas of responsibility.

2. Safe Schools

- 2.1 Ensures that District-wide safety policies and procedures are effectively implemented and adhered to including the reporting of suspected child abuse and student suicidal ideations.

- 2.2 Provides training and support to school staff on topics such as bullying prevention, crisis intervention, and trauma-informed practices.
- 2.3 Ensures effective responses to safety incidents, including threats or risks of violence, and effective collaboration with local authorities when necessary.
- 2.4 Ensures the monitoring safety concerns through tools like online reporting systems and liaise with school administrators to address student reports.
- 3. Human Resources Management
 - 3.1 Supervises, evaluates and reviews the performance of “direct reports”.
 - 3.2 Assists the Superintendent as required with the recruitment and selection of professional staff.
 - 3.3 Collaborates with the Superintendent in the supervision and evaluation of school-based administrative staff, as requested.
- 4. Fiscal Responsibility
 - 4.1 Develops a departmental budget within the parameters and constraints of the District budget.
 - 4.2 Ensures proper fiscal management of budget allocations.
 - 4.3 Makes recommendations to the Superintendent regarding possible actions to increase the effective and efficient operations of programs within areas of responsibility.
 - 4.4 Operates in a fiscally prudent and responsible manner.
- 5. Policy/Administrative Procedures
 - 5.1 Assists the Superintendent in the planning, development, implementation and evaluation of Board policies and administrative procedures within areas of responsibility.
 - 5.2 Ensures application of Board policies and administrative procedures as required in the performance of duties.
 - 5.3 Supports the implementation of administrative procedures related to program, school and student evaluation.
- 6. Organizational Management
 - 6.1 Within areas of responsibility, demonstrates effective organizational skills resulting in compliance with all legal, Ministerial and Board mandates and timelines and adherence to Superintendent directives.
 - 6.2 Contributes to a District culture which facilitates positive results, effectively handles emergencies and deals with crisis situations in a team-oriented, collaborative and cohesive fashion.
- 7. Communications and Community Relations
 - 7.1 Takes appropriate actions to ensure open, transparent internal and external communications are developed and maintained in areas of responsibility.
 - 7.2 Fosters close ties and develops partnerships with community agencies.
 - 7.3 Ensures parents and staff have an acceptable level of satisfaction with the services provided within areas of responsibility.

7.4 Investigates and facilitates resolution of concerns and conflicts.

8. Superintendent Relations

8.1 Establishes and maintains positive, professional working relations with the Assistant Superintendent or Deputy Superintendent.

8.2 Honours and facilitates the implementation of the Board's roles and responsibilities as defined in Board policy and encourages staff to do the same.

8.3 Provides the information the Superintendent requires to perform their role in an exemplary fashion.

9. Leadership Practices

9.1 Practices leadership in a manner that is viewed positively and has the support of those with whom they work in carrying out the Superintendent's expectations.

9.2 Exhibits a high level of personal, professional and organizational integrity.

9.3 Develops an ongoing professional growth plan, approved by the Assistant Superintendent or Deputy Superintendent, to be reviewed twice per year.

Reference: Sections 22, 65, 85 School Act

Adopted: August 20, 2025