



Welcome to ACS

Director of Student
Support Services

Amman - Jordan

2027-2028

Appointment date: July 2027

Message from the Superintendent

Allow me to begin by expressing a warm "Ahlan wa Sahlan," a phrase expressed with genuine kindness by the hospitable people of Jordan as they welcome you to their nation, their workplace, and their homes. Positioned in the heart of Jordan's capital, Amman, the American Community School (ACS) is dedicated to continual enhancement. This is a collaborative effort that requires us, as a community, to learn and grow together. Our articulated curriculum, progressive pedagogy, and technology integration develop students who are compassionate, self-directed, global advocates prepared to pursue their interests within the school and beyond.



ACS employees find that they have a healthy work-life balance that allows them to explore the wonders Jordan offers and our impressive facilities on campus. Staff can swim laps in the 25-meter school swimming pool, work out in our state-of-the-art fitness center or just enjoy a casual game of pickleball. Equally, they can share personal hobbies, attend cultural, artistic, and community events and sample amazing local food and customs at one of the many Parent Teacher Group events throughout the year.





Amman encompasses a unique blend of ancient and contemporary charm, catering to a wide range of interests. The city is filled with as many old lanes as modern restaurants, markets as malls, and ancient sites as five-star spas. A short drive from the city reveals marvels like the Dead Sea, the mosaics of Madaba, the Roman amphitheater at Jerash, and countless desert hikes. Within a few hours, one can explore the wonders of Petra, Wadi Rum, also known as Mars on Earth, and even dive or snorkel in the Red Sea.

In Gallup's 2024 Law and Order Index, Jordan is tied for an impressive 12th place out of 144 countries, underscoring its reputation as a safe and easily navigable destination. While certain parts of Amman maintain a conservative population, West Amman, where ACS employees reside and work, embraces a more liberal way of life

that is appreciated by both locals and expatriates. With abundant sunshine and clear blue skies most of the year, Jordan offers the perfect environment for an outdoor lifestyle in all four seasons, a quality that many local expatriates consider one of the region's best-kept secrets.

Well-resourced and ever-evolving, ACS seeks employees who share our passion for individual and collective learning. In an atmosphere of challenge and support, professionals can leave an indelible mark on our institution while getting even more back in return. I hope this short welcome has piqued your interest in our school! As we say in our [recruitment video](#), at ACS you can find your place!

Best,

Joelle Basnight
Superintendent

Application Process:

Director of Student Support Services

Please email a single PDF to superintendent@acsamman.edu.jo which includes:

- A cover letter
- A current CV
- A list of 3 - 5 references with contact details

While the application deadline is **October 1, 2026**, ACS will process applications as they are received and reserves the right to move forward before the deadline should the right candidates present themselves.

After an initial review, successful candidates will be asked to record their answers to some brief screening questions via SparkHire.

Upon submission, a team will review the SparkHire recordings and ACS will only contact candidates we feel are well qualified for the position for an initial interview via Zoom.

For candidates who move forward in the process, second interviews will be completed by a panel of educators and administrators before finalists are selected.

Finalists will engage in an abridged virtual visit before an offer is made.

ACS hopes to fill the position no later than the end of **November 15, 2026** but may do so before this date depending upon the candidate pool. ACS may also deviate from this recruiting plan should it be deemed necessary.



Job Description:

Director of Student Support Services



Position Description:

The Director of Student Support Services will lead and continue to improve the implementation of a comprehensive multi-tiered system of support for a wide range of learners. This includes supervising all learning support personnel, participating in the admissions process, interpreting psych-ed testing and monitoring the overall capacity of the program by grade level.

This full time position requires up to an additional 15 days before and/or after the academic year as determined by the Superintendent as well as engagement with email correspondence and admissions processing during periods of vacation.

Position Responsibilities:

Leadership

1. Provide leadership for the development, monitoring, and refinement of protocols, procedures, processes, and practices for the implementation of systems of support to meet the needs of the ACS student body.
2. Promote innovation in the delivery of core instructional practices that are differentiated, accommodated, and responsive to student needs including:
 - a. universal design for learning,
 - b. multi-tiered systems of support,
 - c. development of English for Academic Purposes,
 - d. delivery of differentiated instruction,
 - e. implementation of accommodations and extensions,
 - f. enhancement of Tier 1 and Tier 2 core instruction and interventions,

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- g. refinement of Tier 3 instruction and interventions and,
 - h. supporting dyslexic profiles,
3. Supervise all Learning Support Personnel, including Instructional Aides, by:
 - a. clarifying expectations,
 - b. supporting annual goal-setting,
 - c. engaging in regular supervision,
 - d. mentoring individuals as required and,
 - e. leading departmental meetings and professional learning.
 4. Use data to monitor and refine EAL and LSS services.
 5. Assess and support the development of systems for screening and referral processes, and transitions between sections, and monitoring and reporting on student progress.
 6. Manage Tier 3 support services to enhance and maintain best practices and consistency across sections while supporting other leaders to enhance and maintain best practices and consistency across sections for Tier 1 and Tier 2 services.
 7. Coordinate with the Office of Learning and Sectional Principals to ensure up-to-date instructional materials and resources are available to support a range of learners.
 8. Collaborate with the Educational Leadership Team (ELG) to monitor and refine support services.
 9. Work closely with the Principals and Admissions Office to process applications of students with special needs and to monitor the overall capacity for LSS admissions by grade level.
 10. Work closely with the Office of Learning to define professional learning needs of the Student Services Department.
 11. Participate, as appropriate, in teacher recruitment, hiring, placement, and intervention.
 12. Maintain relationships with outside professionals and community agencies in order to support access to services not currently provided at ACS.

Community Relations

1. Develop and establish positive relationships with staff and maintain constructive interactions with teams.
2. Communicate with faculty, parents, and other constituents about the educational, social, and emotional benefits of programs that support a wide range of learners.

Desired Qualifications

Director of Student Support Services

Education/Experience

- A Master's degree in education, ideally special education or school psychology, or related fields from an accredited institution.
- A minimum of 5 years of educational experience, preferably at a variety of levels.
- A multidisciplinary background and ability to work with a range and variety of people including administrators, staff, students, and parents.
- Experience with budget preparation and management.

Abilities/Skills/Knowledge:

- Ability to read, analyze and interpret psychometric data and reports to determine needs and ACS's capacity to meet them.
- Ability to read, analyze, and interpret academic standards and assessment data.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to build and maintain positive relationships with fellow colleagues and community members.
- Ability to communicate with precision and concision in written and spoken English.
- Ability to inspire others through a positive work ethic.

ACS is an equal opportunity employer and welcomes applications from candidates of all backgrounds. We are committed to fostering a diverse and inclusive educational community.

ACS will only consider applications from candidates accompanied by a spouse and a maximum of one dependent child.

About ACS

ACS is an Early Years to Grade 12 non-profit school for families who seek opportunities, growth, and academic excellence through an English-medium U.S. curriculum in a multicultural community.

Our Vision

ACS cultivates agency, agility, and tenacity in pursuit of excellence and meaningful contribution in a changing world.

Our Mission

Together we create opportunities for compassionate learners to embrace challenges, value perspectives, and become resilient global advocates.

Our Values

Community

We value exploring and championing multiple viewpoints in an intentionally safe and nurturing environment.

Empowerment

We value exploring, expressing, and extending toward passions and potential.

Growth

We value an atmosphere of support and challenge which inspires curiosity, risk taking, and perseverance.



Student Profile

Developing measurable competencies at ACS helps to equip students with the positive mindsets and habits needed to learn, fulfill the school's mission/vision, and ensure they are future-ready in the human and digital world.

REASONING: Engaging in deep, flexible, and reflective thinking.

Students think critically by questioning, analyzing sources, and reaching conclusions. They think creatively by planning, selecting tools, and developing ideas. They think metacognitively by reflecting and adapting to new challenges.

SELF-REGULATION: Understanding and managing one's thoughts, behaviors, and emotions.

Students self-regulate by reflecting on their thoughts, behaviors, and emotions, engaging strategies to shift internal states while adapting to external factors. They develop self-direction by setting goals, advocating for their needs, and reflecting on outcomes to drive future performance.

SOCIAL ABILITY: Communicating and working with others across cultures.

Students communicate effectively by choosing voice, tone, and mode to convey meaning. They collaborate constructively by establishing common goals, navigating conflict, supporting efficacy, and reaching consensus. They demonstrate cultural awareness through self-understanding, positively impacting others, and treating all with dignity.



Strategic Priorities

Guided by the Foundational Documents of the school as delimiters of strategic work, the new strategic priorities were built to support the Mission, impact student learning, and serve as a flexible, yet grounded, framework for the school to use over the next ten years. Included in the core of this architecture are updated strategies, driven by values that lead to commitments ACS will make to its faculty, staff, students, and parents. They are:

1. Talent and Growth:

Value: We believe that employees are our most valuable resource.

Commitment: ACS will recruit, develop, and retain mission-driven employees.

2. Teaching and Learning:

Value: We believe learning is driven by a responsive, guaranteed, viable curriculum, agile instruction, and sound assessment that enables all students to achieve success now and in the future.

Commitment: ACS will ensure holistic learning for the excellence of all students.

3. Community and Relationships:

Value: We believe that strong, collaborative communities are a shared responsibility and ground all of us in making a positive difference in the world.

Commitment: ACS will support building community by embracing diversity and cultivating healthy relationships.

4. Safety and Stewardship:

Value: We believe that it is everyone's responsibility to use resources and our environment conscientiously and to safeguard all community members.

Commitment: ACS will develop and maintain policies, procedures, and a school environment that enables safety and stewardship.

Teaching & Learning

Global Advocacy

As part of our accreditation process with the Middle States Association of Colleges and Schools and their Sustaining Excellence protocol, ACS has committed to focus the next coming years on conducting school-wide action research regarding global advocacy. Through this school-driven endeavor, we intend to discover how ACS can support our students to become better global advocates capable of communicating their ideas, recognizing perspectives, investigating the world, and taking action.



Professional Learning Communities (P.L.C.)

At ACS we believe in the power of collaboration. The very essence of a learning community is a commitment to the learning of each student and a relentless focus on continuous improvement. The expectation at ACS is that each professional contributes to the rich spirit of collaboration.

“A persistent disquiet with the status quo and a constant search for a better way to achieve goals and accomplish the purpose of the organization.”

(<http://www.allthingsplc.info>)

As part of our professional learning communities work, ACS teachers focus on four key questions:

1. What do we want students to learn?
2. How will we know if they have learned?
3. What do we do if they don't learn?
4. What will we do if they already know?

Teaching & Learning Standard-Based Learning Systems

As part of a rigorous, standard-based program of study, ACS is committed to providing timely, specific feedback to students. By aligning all assessment practices to adopted standards, students, teachers, and parents are able to see change over time and identify ways in which students can own their learning and growth.

“Teaching to the Edges”

“Teaching to the Edges” is ACS’s terminology to describe the use of Universal Design for Learning (UDL) principles as the foundation for a Multi-Tiered System of Support (MTSS) approach to instruction and intervention. When lessons are designed to “Teach to the Edges”, teachers create experiences that support a wide range of learners.



Technology

ACS uses technology to empower teachers and students to think critically, inquire creatively, and collaborate effectively. We believe that technology can be a powerful tool for learning, and we are committed to providing our students with the skills and knowledge they need to use it responsibly and ethically. Faculty are provided with an Apple Macbook Air computer to complete their job functions effectively and efficiently. Students in EYP through grade 3 have access to iPads, students in grade 4 use Chromebooks, and students in grades 5-12 use a family-provided device.

ACS promotes the following values when leveraging technology to improve students' and faculty learning:

Critical Thinking

Technology can be used to help students develop critical thinking skills. We use technology to provide students with opportunities to analyze information, evaluate arguments, and solve problems.

Continuous Inquiry

Technology can be used to support continuous inquiry. We use technology to provide students with access to information and resources, and we will encourage them to use technology to ask questions, explore ideas, and make discoveries.

Creativity

Technology is used to foster creativity. We use technology to provide students with opportunities to express themselves creatively and to solve problems in unique ways.

Collaboration

Technology can be used to facilitate collaboration. We will use technology to provide students with opportunities to work together on projects, to share ideas, and to learn from each other.

Responsible Use

It is important for students to use technology responsibly and ethically. We will teach our students about the ethical use of technology and we will model responsible behavior ourselves.



ACS Demographics

ACS has more than 45 nationalities represented in a school of 790+ students. The number of students at ACS allows for a rich menu of programs while maintaining a close-knit community.

Our students come from all corners of the earth, contributing to the diversity and rich cultural experiences they have during their time at ACS.

Approximate number of students in the 2026 - 2027 school year:

High School - **210**

Middle School - **185**

Elementary School - **260**



Working at ACS

ACS is a non-profit school that is accredited by the Middle States Association for Colleges and Schools. Our school is small enough to maintain a sense of community but large enough to offer a wide range of academic and after-school opportunities.

Our faculty is composed of a dynamic, dedicated, and very collegial group of professionals with a wide range of experiences. Our participation in the Near East South Asia Council of Overseas Schools (NESA), provides nearby exceptional professional learning opportunities for our faculty and tangible benefits to our students.

We also offer a faculty Wellness Program, which aims to promote personal and professional balance by empowering ACS faculty to nurture themselves through a holistic approach to well-being. We do this through regular connections through socials, cultural trips, wellness challenges, and activities. Additionally, the Salti Fitness Center is open for faculty use.

We have an impressive group of motivated students and a very supportive community. Our students, their families, and we, ourselves, have high expectations for our school and work hard to meet those expectations. This makes ours a vibrant, exciting school, and an ideal location for positive and dedicated professionals.

Building Community

Our Wellness Program takes care of our community's mind, body, and soul. We offer opportunities for our community to feel their best throughout the year. ACS is also licensed as a training center by Ellis + Associates. All our staff members must be licensed.

Service Week

Grades 9-12 explore the world around them for a week within and outside of Jordan.

Adventure Jordan

Grades 6-8 use Jordan's historical landscape as their classroom while working on team-building exercises.

Field Trips

Field trips are an aspect of the curriculum that immerses students in the Jordanian community.



Sponsored Hire Benefits

ACS offers a competitive salary and benefits package that includes annual home leave, employee health, and life insurance, retirement benefits, including US Social Security for US citizens, furnished housing, a school-sponsored car lease program, and generous shipping and utilities allowances. All faculty salaries are paid in US dollars.

Compensation

- A salary that is exempt from Jordanian and US income tax.
- An annual step pay increase of 3.5%, in addition to a possible pay increase as approved by the Board of Trustees. Placement based on the Supervisory Leadership scale based on demonstrated years of related experience.
- Tuition is paid for one dependent per employee.
- A \$5,000 re-signing bonus upon renewal and after the completion of the initial two-year contract and \$6,000 for each subsequent year.
- Benefits as outlined below.

Insurance

- Comprehensive health insurance with worldwide coverage.
- No to low co-payment for chronic and/or prescribed medicine depending upon medication.
- A one-time deductible per person, per year.
- Wellness program support for annual preventative care.
- Employee dental insurance.
- Life and disability insurance.
- Home insurance and maintenance in Jordan.

Details regarding insurance furnished upon request.

Savings

- U.S. Social Security contribution for U.S. citizens.
- An annual saving benefit of 4% of a year's salary is deposited in a savings plan with LPL Financial. An additional option of matched savings of 5% contribution by the employee, matched by the employer. 401K plan for U.S. citizens.

Professional Learning

- Targeted and relevant program of professional learning aligned to ACS Teaching & Learning Priorities.
- Job-embedded experiences grounded in the Professional Learning Community (PLC) process.
- Onsite support and learning with visiting consultants who have an established partnership with ACS.
- Select opportunities within the NESR region.
- A work environment with experienced, dedicated, and committed staff willing to share their expertise.



Transportation

- Yearly round trip economy airfare tickets to Home of Record or cash equivalent.
- Relocation/shipping allowance of \$3,000 for shipping household goods for a single administrator, or \$4,000 for leadership/teaching couple both employed by the school, with an additional \$500 per dependent (up to one per ACS employee). This allowance increases by 10% upon departure for each year after the initial two-year contract at ACS to a maximum of 7000 USD. Additionally, \$500 is given toward customs fees.



Other

- Fourteen days of sick leave that can be accumulated up to 70 days (for hospitalization or catastrophic illness).
- Three personal leave days per school year.
- Comprehensive Evacuation insurance including three months' salary in the event of forced evacuation. Launching an evacuation is determined by the Board of Trustees based on the local security situation.
- Stipends for some extracurricular sponsorships beyond the contractual expectations of supporting learning beyond the school day.
- Free internet access in all apartments.
- SIM card provided with roaming packages activated when on school travel.
- Cost of all visas and resident permits.
- Bereavement and Maternity/Paternity leave.

*Benefits package for leadership will not allow for spousal benefit duplication.

Housing

Housing is provided by the school and every effort is made to ensure it is within a 5-10 minutes commute from the school. Many apartments are within walking distance of the school. The apartments are semi-furnished/furnished by the Landlord and some can be personalized and decorated by the staff member. Utility allowance provided to offset costs (electricity supplement, water, and heating).

Car

ACS provides a medium-sized sedan vehicle in good condition for all administrators and covers car insurance and maintenance. The employee covers the cost of damage as well as petrol.

Pets

It is possible to bring pets - cats and dogs - to Jordan. Good quality veterinary services are available, although boarding facilities are very limited and expensive. There are many stray cats and dogs in Amman that can be formally or informally adopted too.



Local Hire Benefits

ACS provides an exciting opportunity to work in a multicultural environment in a country with a rich culture and history. In addition to our competitive salary, ACS offers an attractive list of benefits.

Compensation

- Paid on a Supervisory Leadership Scale.
- An annual step increase in pay of 3.5% in addition to possible pay increases and benefits as approved by the Board of Trustees up to Step 16. Then 1000 US additional compensation thereafter.
- Tuition is paid for one dependent per employee.

Insurance

- Dental and Vision insurance.
- Life & Disability insurance.
- Health insurance for full-time employees who qualify for the plan.



Professional Learning

- Targeted and relevant program of professional learning aligned to ACS Teaching & Learning Priorities.
- Grounded in the Standards for Professional Learning from Learning Forward.
- Job-embedded experiences grounded in the Professional Learning Community (PLC) process.
- Onsite support and learning with visiting consultants who have an established partnership with ACS.
- Support opportunities within the NESR region.
- A work environment with experienced, dedicated, and committed staff willing to share their expertise.

Savings Plan

- Jordanian Social Security contribution that can be retrieved upon retirement or departure from Jordan.
- A 4% contribution from ACS towards an investment plan with LPL Financial.
- An optional 5% contribution towards an investment plan matched by 5% from ACS with LPL Financial.

Other

- Fourteen days of sick leave that can be accumulated up to 70 days.
- Three personal leave days per school year.
- Generous stipends for coaching or sponsoring activities.
- Bereavement and Maternity/Paternity leave.
- ACS processes all employee visas and residence permits and can assist with family members.
- A cell phone and internet package will be provided





Learn More About Jordan

- [Royal Society for Conservation of Nature \(RSCN\)](#)
- [Jordan Tourism Board](#)
- [Tip n' Tag](#)

ACS on Social Media

- [Instagram](#)
- [Facebook](#)
- [YouTube](#)
- [Website](#)