

Position: Director of Special Support Programs

Salary Grade 33

Summary

Plans, supervises, assesses and evaluates the operations and activities of the District’s Special Support Programs, including Extended Opportunity Program and Services (EOPS) Department, Leaders INvolved in Creating Change (LINC); Cooperative Agencies Resources for Education (CARE); NextUp; California Work Opportunity and Responsibility for Kids (CalWORKs); and related programs. This oversight includes department budgets; coordinates department programs and services with college instructional programs; acts as liaison with college offices including Admission and Records, Career and Assessment Services, Counseling Services, Disabled Students Programs and Services (DSPS), Financial Aid and other support services; interviews, advises and assists students enrolled in the program; provides information to students and the public regarding special support programs and services, and performs related duties as assigned.

Distinguishing Career Features

The Director reports to the Dean, Student Equity & Success and is responsible for organizing, implementing, and advancing a program that fulfills the District’s mission. The position requires experience in student financial assistance, budget management, state and federal regulations, cross-cultural counseling, and working with historically under-represented groups. The position is the primary contact with the California Community College Chancellor’s Office, county welfare departments, community-based organizations, businesses, and pertinent college offices.

Essential Duties and Responsibilities

- Plans, supervises, assesses and evaluates department policies, processes, and procedures required to provide efficient programs and services to EOPS, CARE, LINC, NextUP, and CalWORKS students.
- Assures appropriate generation and disbursement of EOPS grants and services to eligible students.
- Manages state and federal categorical program requirements for CalWORKs. Develops, schedules, and supervises programs and services consistent with District mission and strategic directions and in compliance with complex state and federal welfare-to-work categorical requirements.
- Monitors program enrollment and participation, Assures enrollment appropriate to state requirements for CalWORKs students.
- Develops and engages the campus community in orientation, holiday, academic success, and recognition programs and/or ceremonies to support student success among Special Support Program students.
- Ensures the conducting of eligibility reviews of Special Support Program applicants according to Title V guidelines; ensures the awarding and preparation of Special Support Program packages for students according to federal, state and local regulations and requirements; performs program pre-assessments for new Special Support Program eligible students and performs follow-up assessments of continuing Special Support Program students.

- Monitors Special Support Program student award amounts and performance of student activities to ensure continuing compliance with Title V regulations; identifies ineligible students and cancels awards; ensures the mediation and resolution of student status and other requirement-related functions; authorizes discretionary expenditures as appropriate.
- Coordinates Special Support Program award activities with the Financial Aid Office; makes certain that Special Support programs and services are successfully coordinated with programs and services of Admissions, Bookstore, Career Center, and Transfer Center.
- Provides information regarding Special Support Program programs and services as requested; provides program orientation and training information to Special Support Program peer advisors; ensures effective, timely and need-centered student and parent/significant other outreach and orientation services and materials.
- Supervises, directs and ensures the preparation, updating, and maintenance of paper and electronic records, files, and reports of Special Support Program student contract plans, statistics, expenditures and obligations; the monitoring and evaluation of student participant academic progress; and, the tracking of student status and progress using automated systems.
- Leads, trains, supervises, evaluates and provides information to staff to enhance their ability to accomplish the unit's objectives, vision, and mission. Certifies payroll for assigned personnel. Applies the terms and provisions of applicable collective bargaining agreements; state and federal laws; and District Board Policies and Administrative Procedures in personnel matters.
- Provides leadership in the new and emerging technologies in support of student services.
- Participates in the development of, and monitors, the approved budgets of the EOPS, CARE, LINC, NextUP, and CalWORKs programs.
- Participates on or chairs committees, task forces, and special assignments.
- Anticipates, prevents, and resolves problems and conflicts under areas of supervision.
- Maintains currency of knowledge and skills related to the duties and responsibilities.
- Oversees employee disciplinary matters and grievances.
- Prepares recommendations and/or contracts as appropriate and submits them to the administration and/or the Board of Trustees for consideration.
- Travel to off-campus locations may be required.
- Performs other related duties as assigned.

Qualifications

Minimum Qualifications for Education and Experience

1. Requires a master's degree from an accredited college or university preferably with a major or concentration in Counseling, Psychology, Social Work, Career Development, or other focus reasonable related to the administrative assignment.

2. A minimum of one-year leadership, formal training, internship, or experience reasonably related to this administrative assignment is required.
3. Understanding of and sensitivity to meeting the needs of the diverse academic, socioeconomic, cultural, disability and ethnic background of the student, community, and employee population.

Knowledge and Skills

The position requires professional knowledge of:

- Specialized professional knowledge of the principles, trends, research, and developments of Special Support Programs related to first-generation students, lower income students, current and former foster youth, and students with children
- Pertinent federal and state laws and regulations.
- Theories, principles, and practices associated with higher education counseling, curriculum and instruction, matriculation, and student services.
- Special support program student population intakes and development, including counseling and teaching theories, campus research, and models and modes best suited to student success.
- Fostering student success among culturally diverse student populations, with specific attention to economically disadvantaged student needs.
- State categorical program and budget management, including Education Code, Title 5, and program relations for maintaining regulation currency.
- Development, maintenance and administration of a budget.
- Philosophy and objectives of the community college.
- Personnel management, supervision, and evaluation.
- Learning and student success process, assessment, student learning outcomes, learning communities and application of technology.
- Strategic planning in organization and management practices, assessment, analysis and evaluation of programs, policies and administrative needs.

The position requires demonstrated skill in:

- Developing assessment, teaching, and learning processes that enhance student success and outcomes.
- Organizing work and building an effective team to meet the needs of the assigned areas.
- Oral and written language sufficient to prepare reports and professional correspondence.
- Human relations/interpersonal skills to conduct performance reviews, deliver presentations, and convey technical information to a wide variety of audiences.

Abilities

This position requires the ability to:

- Plan, organize, and supervise designated programs and operations.
- Learn, interpret, and ensure compliance with state and federal laws, Title 5, and other federal and state regulations as related to the responsibilities of the position.
- Be open to change and new methods in the assigned area of responsibility.
- Continuously engage in learning and self-improvement.
- Meet change with innovation to promote and meet the college mission.
- Organize, plan, develop, and write new programs, develop new concepts, analyze outcomes, and prepare clear and concise reports.
- Guide and direct others in goal achievement.
- Direct and facilitate development of personal and team perspectives, and develop and deliver

training programs.

- Develop and monitor budgets and maximize financial resources.
- Work cooperatively and productively with internal and external constituencies.
- Advocate for shared governance, collegiality, staff cohesiveness and for the core values of the institution.

Physical Abilities:

This position requires the physical ability to:

- Function in an office environment performing work of primarily a sedentary nature with some requirement to move about campus and to off-campus locales.
- The ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.
- The ability to observe details at close range (within a few feet of the observer) in order to read, recognize printed materials, and computer screen.
- Constantly operate standard office equipment including but not limited to a computer, printer, and copy machine.
- Requires the ability to lift, push, and pull objects of medium weight (less than 30 lbs.) on an occasional basis with or without accommodation.
- Work a flexible schedule which may include evenings, weekends, and split schedules.

Licenses and Certificates

Requires a valid driver's license.

Working Conditions

Work is performed indoors where minimal safety considerations exist.

Approved: April 12, 2023