



<b>Position:</b> Director of Student Affairs, EOPS/CARE and CalWORKs	<b>Position Number:</b>
<b>Department/Site:</b> Student Affairs	<b>FLSA:</b> Exempt - Administrative (Educational Administrator)
<b>Reports to:</b> Vice President of Student Affairs or assigned administrator	<b>Salary Range:</b> VII

**DEFINITION**

Under general direction, plans, organizes, and provides oversight for all functions, activities, programs, and services associated with the District’s Extended Opportunity Programs and Services (EOPS), Cooperative Agencies Resources for Education (CARE), and California Work Opportunity and Responsibility to Kids (CalWORKs); supervises program development and review, and budget development and maintenance; develops, implements, and evaluates programs, services, and activities; represents EOPS/CARE, and CalWORKS on various committees and to the community during outreach events; manages the effective use of District and program resources to improve organizational productivity and customer service; provides highly responsible and complex professional assistance to the Vice President of Student Affairs in areas of expertise; and performs related work as required.

**SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Vice President of Student Affairs. Exercises general direction and supervision over professional, technical, and administrative support staff.

**CLASS CHARACTERISTICS**

This is a management classification that plans, oversees, and participates the functions, operations, projects, and activities of EOPS/CARE and CalWORKS, including short- and long-term planning and development and administration of program policies, procedures, and services. The incumbent provides assistance to the Vice President of Student Affairs in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires an extensive professional background as well as skill in coordinating program work with that of other District divisions and outside agencies. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. This classification is distinguished from the Vice President of Student Affairs in that the latter oversees and provides leadership for all Student Affairs programs and activities and is responsible for achieving strategic objectives related to the District-wide programs, support services, and operations.

**EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)**

*The District reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Administrators can be assigned to work at any district location or learning site and in some cases can be assigned to multiple locations and learning sites.*

- Assumes management responsibility for the EOPS/CARE, and CalWORKs program functions, services, and activities, including recruitment and outreach orientation, retention, and transfer services for economically disadvantaged, culturally diverse, nontraditional, and/or educationally disadvantaged students.
- Develops, directs, and coordinates the implementation of goals, objectives, policies, and priorities for the program; recommends, within program policy, appropriate service levels and resources; recommends and administers policies and procedures.
- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of the programs, service delivery methods, and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and makes recommendations to the Vice President of Student Affairs.

- Selects, trains, motivates, and directs program personnel; evaluates and reviews work for acceptability and conformance with program standards, including project priorities and performance evaluations; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.
- Develops, administers, and oversees the program's annual budget; monitors program expenditures to ensure compliance with established laws and regulations, as well as funding requirements.
- Plans, organizes, and directs activities involved in enhancing services and opportunities for underrepresented minorities, single parents, and educationally disadvantaged students; directs activities to facilitate and enhance enrollment at the District and transfers to four-year colleges and universities.
- Establishes and maintains relationships with school district officials, community leaders, various organizations, and public agencies to encourage participation, stimulate interest, and coordinate campus projects with assigned programs and activities.
- Maintains program compliance with state, county, and federal regulations and laws; provides accurate reporting of program data to state and county regulatory agencies.
- Advises, provides expert guidance, and prepares and delivers presentations on issues pertaining to specific categorical programs.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations related to the area of assignment.
- Directs and facilitates the preparation and maintenance of a variety of records and program files.
- Monitors changes in laws, regulations, and technology that may affect District or program operations; implements procedural changes as required.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Vice President of Student Affairs.
- Responds to difficult and sensitive student and faculty inquiries and complaints and assists with resolutions and alternative recommendations.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Theories, principles, and practices associated with higher education curricula and instruction, student support services, student learning, and student success.
- Principles and practices of enrollment management.
- Principles and practices of fiscal management, strategic, and facilities planning.
- Pertinent federal and state laws and regulatory provisions.
- College accreditation procedures, practices, and standards.
- The development, implementation, and assessment of student learning and/or service area outcomes.
- Principles and practices of technology and software use for databases, accounting, spreadsheets, and other business processes.
- Budget development, administrative practices, and organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Technical, legal, financial, and public relations issues associated with the management of District categorical functions and programs.
- Methods and techniques for the development of presentations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
- Principles and procedures of record keeping, technical report writing, and preparation of correspondence and presentations.

- Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, socio-economic, and ethnic groups.

**Ability to:**

- Demonstrate sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students.
- Effectively lead employees and teams with a collaborative style in a collegial and participatory governance environment.
- Deliver formal and influential presentations.
- Be a fair--minded, ethical, and honest leader with excellent interpersonal and communication skills, both oral and written.
- Develop, implement, and evaluate programs and services.
- Utilize data and assessment outcomes to make improvements for programs and services.
- Inspire and motivate others toward goal achievement.
- Counsel, direct, and facilitate professional development of employees.
- Develop and monitor budgets and effectively utilize resources.
- Effectively manage priorities in large, complex, and diverse operational units.
- Use independent judgment in the interpretation and application of rules, regulations, policies, and procedures.
- Provide leadership and work collaboratively and productively with all stakeholders, including faculty, students, administrators, support staff, unions, and the community.
- Recruit, select, supervise, and evaluate employees.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Conduct effective negotiations and effectively represent the District and program in meetings with governmental agencies and various educational, businesses, professional, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Understand scope of authority in making independent decisions.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

- A master's degree from a college or university accredited by a regional accrediting agency recognized by the United States Department of Education and
- Two (2) years of formal training, internship. or leadership experience involving EOPS/CARE, CalWORKs, or related social services or educational programs.

**Licenses and Certifications:**

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

### **ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with members of the public or with staff under emotionally stressful conditions while interpreting and enforcing area policies and procedures.