

## **COORDINATOR, CalWORKs**

### **DEFINITION**

Under general supervision, plans, organizes, and coordinates the development and implementation of all programs and services of California Work Opportunity and Responsibility to Kids (CalWORKs); develops and implements procedures to eliminate duplication of financial services; ensures proper documentation and maintenance of student files; provides lead direction in the submission of data and reports, including MIS, GEARS, Monthly Management Reports, and associated reports and preparation of all relevant program information materials; develops, compiles, and analyzes research related to success measures of CalWORKs students; provides lead direction in the daily operation of the CalWORKs program and day to day functions of the office; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Dean, Student Services. Exercises technical and functional direction over and provides training to student workers and assigned staff.

### **CLASS CHARACTERISTICS**

This is a coordinator classification responsible for planning, organizing, and coordinating CalWORKs programs, services, and activities. Employees at this level are required to be fully trained in all procedures related to the assigned area(s) of responsibility, working with a high degree of independent judgment, tact, and initiative. Successful performance of the work requires the knowledge of departmental and District activities and extensive student, faculty, and staff contact. This class is distinguished from the Director, EOPS, CARE in that the latter oversees the programming and administration of the EOPS, CARE programs. This class is further distinguished from the Dean, Student Services in that the latter oversees the programming and administration of the specific Student Services departments and programs.

### **EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)**

- Plans, organizes and coordinates CalWORKs programs, services, and activities; assists in establishing schedules and methods for providing program, services, and activities; recommends improvements or modifications; assists in developing and implementing procedures and policies.
- Provides training, orientation, and guidance to assigned staff; prepares weekly and daily schedules; reviews and controls quality of work.
- Plans, organizes, and coordinates all components of the CalWORKs program, including eligibility and intake, orientation, student progress, case management, and financial support services such as work study and ancillary requests.
- Coordinates CalWORKs programs and services with external support services, community organizations, county agencies, and other District departments and student services programs.
- Plans, coordinates, and implements various events, workshops, and outreach and recruitment activities.
- Works with the County welfare departments to implement the participant welfare-to-work plan.

- Ensures compliance of services provided to eligible CalWORKs students in accordance with Chancellor's Office and local welfare department guidelines.
- Markets programs, services, activities, and events through various communication venues and social media; assists in developing flyers, brochures, and other marketing materials.
- Coordinates with other departments and divisions to ensure effective and efficient operations, technology, and services of assigned programs.
- Researches, compiles, and organizes information and data on topics related to assigned programs; prepares and assembles surveys, reports, and other informational materials pertaining to tracking program enrollment and monitoring student outcomes.
- Serves as a liaison and contact person to the Chancellor's Office, local welfare departments, students, staff, and faculty; provides consultative services and advice on assigned programs, services, and activities; provides requested data, answers questions, and refers inquiries to the appropriate resource within or outside the District; receives and responds to complaints and questions relating to assigned area of responsibility; reviews problems and recommends corrective actions.
- Provides administrative assistance and operational support to assigned programs; composes, types, edits, and proofreads a variety of documents, including forms, memos, reports, and correspondence.
- Maintains and updates various databases and filing and record-keeping systems for assigned programs.
- Attends and participates in professional group meetings and various District committees and advisory groups; stays abreast of new trends and innovations in the fields of CalWORKs programs and services.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Basic principles and practices of providing technical and functional direction and training to assigned staff.
- Principles, practices, and service delivery needs related to the program area(s) to which assigned.
- Procedures for planning, implementing, and maintaining CalWORKs programs and services.
- CalWORKs policies, programs, funding requirements, agencies, and organizations that work with program participants.
- Needs of special student populations, specifically low income, parenting students who qualify for public assistance.
- Research and reporting methods, techniques, and procedures.
- Principles and practices of data collection and report preparation.
- Applicable Federal, State, local, and District policies, codes, regulations, technical processes, and procedures related to the program to which assigned.
- Modern office practices, methods, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- Record keeping principles and procedures.
- Principles, practices, and techniques of effectively dealing with the public and basic public relations.
- English usage, spelling, vocabulary, grammar, and punctuation.
- 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:**

- Plan, schedule, assign, and oversee activities of assigned personnel.
- Inspect the work of others and maintain established quality control standards.

- Train others in proper and safe work procedures.
- Identify and implement effective course of action to complete assigned work.
- Oversee and coordinate CalWORKs program operations, services, and activities.
- Participate in the development of goals, objectives, policies, procedures, and work standards for assigned programs.
- Conduct research and analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Make accurate mathematical, financial, and statistical computations.
- Prepare clear and concise reports, correspondence, procedures, and other written materials.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Interpret, apply and explain applicable District policies, rules, and regulations related to areas of responsibility.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Organize own work, set priorities, and meet critical time deadlines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to graduation from an accredited four-year college or university with coursework in counseling, rehabilitation counseling, educational counseling, social or behavioral science, or a related field and three (3) years increasingly responsible experience working with CalWORKs programs or similar programs. Experience working in a community college is preferred.

**Licenses and Certifications:**

None.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be 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 occasionally bend, stoop, kneel, reach, 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, typically weighing 25 pounds.

**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 upset staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.