

## **ASSISTANT DIRECTOR, EOPS/CARE AND CALWORKS**

### **DEFINITION**

Under administrative direction, assists in planning, organizing, managing, and providing administrative direction and oversight for major functions and activities of the Extended Opportunities Program & Services (EOPS), Cooperative Agencies Resources and Education (CARE), and California Work Opportunity and Responsibility to Kids (CalWORKs), including counseling, educational peer advising, financial aid, program application, and direct aid; coordinates and directs communications, services, resources, and information to meet student needs and ensure smooth and efficient program activities; coordinates assigned activities with other College divisions and departments, officials, and outside agencies; provides highly responsible and complex professional assistance in areas of expertise to the Division of Student Services. The incumbent may act as the department director in their absence.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the assigned managerial personnel. Exercises general direction and supervision over professional, technical, and administrative support staff.

### **CLASS CHARACTERISTICS**

This is a management classification that oversees, directs, and participates in EOPS/CARE and CalWORKs activities, including planning, development, and administration of departmental policies, procedures, and services. This position provides assistance to management in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of education policy, College functions and activities, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the department with those of other divisions, departments, and outside agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and for furthering College goals and objectives within general policy guidelines.

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

1. Manages the daily operations of the CalWORKs programs, services, and activities, including recruitment and outreach, orientation, assessment, counseling and advisement, financial aid, tutorials and special workshops, transfer assistance, educational plans, grants, direct aid, supplies, club activities, priority registration, letters of recommendation, scholarships, crisis intervention, legal assistance, case management, single parent classes, advocacy activities, award ceremonies, and basic needs resources and referrals.

2. Assists with developing, directing, and coordinating the implementation of goals, objectives, policies, procedures, and work standards for the department; establishes, within College policy, appropriate budget, service, and staffing levels.
3. Assists with managing and participating in the development and administration of the department's programmatic budgets and related grants; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; monitors and approves expenditures and implements adjustments as necessary.
4. Assists with the selection, training, motivation, and direction of department-assigned personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline procedures; responds to staff questions and concerns.
5. Conducts faculty review, including the evaluation process; provides consultation and technical expertise to faculty concerning department operations and activities; provides detailed and technical information concerning department programs, services, curriculum, and courses.
6. Coordinates department programs, services, and communications with faculty; responds to difficult and sensitive faculty inquiries and complaints and assists with resolutions and alternative recommendations.
7. Contributes to the overall quality of the department's service by developing, reviewing, and implementing systems, standards, programs, policies, and procedures to meet legal requirements and College needs; monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
8. Collaborates with College personnel and administrators in the development and implementation of a networked system of support and services for educational effectiveness and operational efficiency; ensures the enhancement of student access to CalWORKs and EOPS/CARE services, including coordinating and directing the intake, eligibility, and student application functions.
9. Plans and oversees a variety of student activities and events; establishes and maintains relationships with various on-campus student groups; develops and establishes program-specific student groups and clubs.
10. Directs and participates in the preparation and maintenance of a variety of narrative and statistical reports, records, and files related to departmental services, students, projects, programs, personnel, financial activities, and assigned duties; ensures mandated reports are submitted to appropriated governmental agencies according to established timelines.
11. Monitors changes in laws, regulations, and technology that may affect College or departmental operations; implements policy and procedural changes as required.
12. Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects.
13. Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
14. Establishes, implements, and fosters an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).

15. Oversees, leads, and provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
16. Utilizes critical thinking, sound decision-making, and problem-solving skills with tact, confidence, and diplomacy.
17. Implements, enforces, supports, and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
18. Participates on and supports employee participation on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
19. Prepares and delivers DEISAA-minded presentations related to assigned areas as required.
20. Performs other related duties as assigned consistent with the scope of the position.

## **QUALIFICATIONS**

### **Knowledge of:**

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, antiracist, and accessible academic and work environment.
2. Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
3. Budget development, administrative principles and practices, and organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
4. Principles, practices, theories, and methods of planning, organizing, and directing CalWORKs and EOPS/CARE programs, services, operations, and activities.
5. Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
6. Technical practices, procedures, and techniques involved in the processing and verification of student applications and determination of student eligibility.
7. Methods and techniques for the development of presentations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
8. Principles and procedures of record keeping, technical report writing, and preparation of correspondence and presentations.
9. Modern office practices, methods, and computer equipment and applications related to the scope of responsibility.
10. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
11. Techniques for providing a high level of customer service by effectively interacting with the public, vendors, students, and College staff, including individuals of various ages, disabilities, socio-economic, and ethnic groups.

### **Skills & Abilities to:**

1. Oversee and address gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in recruitment and retention of faculty, management, and staff.
2. Implement, advocate for, and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
3. Develop and implement resources and strategies towards the goal of being diverse, equitable, inclusive, socially just, anti-racist, and accessible in academic and work environments.
4. Exercise critical thinking and sound decision-making through observing, analyzing, inferring, communicating, and problem-solving in challenging situations with ethics, tact, confidence, and diplomacy.
5. Identify, develop, and implement goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
6. Prepare and administer large and complex budgets; allocate limited resources in a cost-effective manner.
7. Select, train, motivate, and evaluate the work of staff and train staff in work procedures.
8. Effectively represent the College and the department in meetings with various educational, business, professional, regulatory, and legislative organizations.
9. Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
10. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
11. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
12. Communicate effectively through various modalities.
13. Learn and apply emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
14. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures; understands scope of authority in making independent decisions.
15. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

### **Education and Experience:**

1. Equivalent to a master's degree from a regionally or nationally accredited college or university with coursework in counseling, rehabilitation counseling, educational counseling, or a related field; and
2. Three (3) years increasingly responsible experience working with special populations.

**Desirable Qualifications:**

1. Proven track record of implementing or overseeing programs or policies relating to diversity, equity, inclusion, and anti-racism, preferably in a minority serving institution such as an institution that serves Hispanic (HSI), Asian American, and Native American Pacific Islander (AANAPISI) students; OR
2. Proven track record of participating in programs relating to diversity, equity, inclusion, and anti-racism, preferably a minority serving institution such as an institution that serves Hispanic (HSI), Asian American, and Native American Pacific Islander (AANAPISI) students.

**Licenses and Certifications:**

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

**PHYSICAL DEMANDS**

Must be able to work in a standard office setting and use standard office equipment, including technological devices; to communicate with individuals at various College and meeting sites; the ability to understand and comprehend written and electronic materials; and the ability to receive, review, and respond to communications in person, before groups, and over and through various media. This is primarily a sedentary office classification although movement between work areas may be required. Positions in this classification occasionally may need to physically reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

**ENVIRONMENTAL ELEMENTS**

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents may interact with staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.