

DIRECTOR, BASIC NEEDS RESOURCES

DEFINITION

Under general direction plans, organizes, manages, evaluates, and provides administrative direction and oversight of all functions and activities of the Basic Needs Resources. Primary responsibilities include ensuring program compliance with federal and state guidelines and regulations in addition to College policies and procedures; budget management; evaluation of program effectiveness through measurable outcomes data; develop and implement program services that address students' basic needs insecurity; provides comprehensive student case management and lead a team of social workers; and fulfills grant requirements. Serves as College liaison to state and community organizations that address homelessness and basic needs, College Student Services programs, and other universities and colleges to enhance services provided to program participants. Provides highly complex and responsible support in areas of expertise and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the assigned managerial personnel. Exercises direct and general supervision over assigned staff.

CLASS CHARACTERISTICS

This is a Director classification that oversees, directs, and participates in all activities of the Basic Needs Resources. This class performs diverse, specialized, and complex work involving significant accountability and decision-making responsibility. Plans, develops, and administer departmental policies, procedures and services, student success and instructional program. The incumbent organizes and oversees day-to-day activities and is responsible for providing professional-level support to the assigned managerial personnel in a variety of areas. Successful performance of the work requires an extensive professional background, as well as, skill in coordinating departmental work with that of other departments. In addition to having a comprehensive understanding of program administration, this position must be knowledgeable of student services, instructional strategies, county and private agency initiatives that support food and housing insecure populations, and be able to implement services for eligible student participants.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Plans, manages, and oversees the daily functions, operations, and activities of Basic Needs Resources in concert with College policies and procedures.
2. Participates in the development and 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.
3. Directs and oversees implementation of marketing strategies to promote assigned programs, projects, and services; plans and coordinates assigned program workshops, presentations, information sessions and events.

4. Directs and participates in the development, administration, and oversight of the program budget; monitors program expenditures from multiple funding sources to ensure compliance with established laws and regulations, as well as, funding requirements.
5. Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of the assigned program, 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 Dean, Student Services.
6. Participates in the selection of, trains, motivates, and evaluates assigned personnel; works with incumbents on performance issues; recommends discipline to the Dean, Student Services.
7. Researches and analyzes program data; prepares comprehensive technical records and reports; implements corrective action as necessary.
8. Selects, trains, motivates, and directs the assigned department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with incumbents on performance issues; implements discipline procedures; responds to staff questions and concerns.
9. Collaborates and coordinates program activities and strategies with other College departments, programs, and staff.
10. Develops and implements annual recruitment and publicity plan; conducts evaluation studies and prepares annual and progress reports.
11. Establishes and maintains relationships with community leaders and public/private agencies to encourage participation, stimulate interest, fundraise, and coordinate campus projects with assigned programs and activities.
12. Develops grant proposals that meet funding agency requirements and priorities, including writing the grant narrative and completing all required forms and documents; establishes and maintains contacts with funding agency personnel and potential grant partners.
13. Attends and participates in professional group meetings and various committees and advisory groups; stays abreast of new trends and innovations in the field of foster youth community and other services as they relate to the area of assignment.
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 high-level customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
16. Utilizes critical thinking, decision-making, and problem-solving skills with tact, confidence, and diplomacy.
17. Implements, enforces, supports, and abides by federal, state, and local policies and Board Policies and Administrative Procedures.
18. Participates in and supports employee participation on committees, task forces, and special assignments, including, but not limited to, Screening and Selection Committees, mandated trainings, and DEISAA related trainings as required.

19. Prepares and delivers DEISAA-minded presentations related to assigned areas as required.
20. Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a DEISAA academic and work environment.
2. Administrative principles and practices, including goal setting, program development, implementation, and evaluation.
3. Budget development, administrative practices, and organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
4. Principles and practices of grant funding, including techniques and methods of researching grant opportunities, identifying state, federal, private, and corporate grant funding organizations, securing and maintaining funding from external agencies, and complying with reporting requirements.
5. Principles and practices of incumbent supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
6. Principles and practices of developing, implementing, and evaluating special program.
7. Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned programs, projects, and operations.
8. Methods and techniques for the development of presentations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
9. Modern office practices, methods, and computer equipment and applications.
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 dealing with the public, vendors, students, and College staff, including individuals of various ages, disabilities, various socio- economic and ethnic groups.

Skills & Abilities to:

1. Implement, advocate for, and communicate the College's vision and commitment to creating a DEISAA academic and work environment.
2. Oversee and address gaps in DEISAA in the recruitment and retention of faculty and staff.
3. Critical thinking and decision-making through observing, analyzing, inferring, communicating, and problem-solving in challenging situations with tact, confidence, and diplomacy.
4. Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for assigned program areas.
5. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.

6. Prepare and administer budgets; allocate limited resources in a cost effective manner; develop a program budget within state and local constraints; manage and monitor complex projects, on time and within budget.
7. Research, apply for, and manage grant funding.
8. Plan, organize, direct, and coordinate the work of professional and technical personnel; delegate authority and responsibility.
9. Research, analyze, and evaluate new service delivery methods, procedures, and techniques; prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
10. Effectively represent the College and the program in meetings with various educational, business, professional, regulatory, and legislative organizations.
11. Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
12. Establish and maintain a variety of filing, record keeping, and tracking systems.
13. 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.
14. Communicate effectively in person, over the telephone, and in writing.
15. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures; understand scope of authority in making independent decisions.
16. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

1. Master's degree from a regionally accredited college or university in a related field of education, social or behavioral sciences; and
2. A minimum of two (2) years of administrative or coordinating experience in developing, implementing, and leading a program for impacted student populations, working with low income, first generation, or ethnically diverse students.

Desirable Qualifications:

1. Proven track record of implementing or overseeing programs or policies relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institutions (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI); OR
2. Proven track record of participating in programs relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI).

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.

Amended: 8/2023