

DIRECTOR, EOPS and CARE

DEFINITION

Under administrative direction, plans, organizes, manages, and provides administrative direction and oversight for all functions and activities of the Extended Opportunity Programs & Services (EOPS) Department and the Cooperative Agencies Resource (CARE) program, including counseling, educational peer advising, financial aid, tutoring, program application, and book services; coordinates and directs communications, services, resources, and information to meet student needs and ensure smooth and efficient department activities; coordinates assigned activities with other District divisions and departments, officials, and outside agencies; provides highly responsible and complex professional assistance to the Dean, Student Services in areas of expertise.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Dean, Student Services. Exercises general direction and supervision over professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is a Department Director classification that oversees, directs, and participates in all activities of the EOPS Department, including short- and long-term planning and development and administration of departmental policies, procedures, and services. This class provides assistance to the Dean, Student Services in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of education policy and District 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 and 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 District goals and objectives within general policy guidelines. This class is 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)

- Assumes full management responsibility for all EOPS Department and CARE programs, services, and activities, including recruitment and outreach, orientation, assessment, counseling and advisement, financial aid, tutorials and special workshops, transfer assistance, educational plans, grants, book vouchers, supplies, priority registration, letters of recommendation, scholarships, legal assistance, case management, single parent classes, political activities, award ceremonies, bus passes, and food baskets and coupons.
- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the department; establishes, within District policy, appropriate budget, service, and staffing levels.
- Manages and participates in the development and administration of the department's and programmatic budgets and related grants; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.
- Selects, trains, motivates, and directs department 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 and termination procedures; responds to staff questions and concerns.

- Contributes to the overall quality of the department's service by developing, reviewing, and implementing systems, standards, programs, policies and procedures to meet Title 5 requirements and District needs; continuously 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.
- Collaborates with District personnel and administrators in the development and implementation of a networked system of support and services for EOPS and CARE services for educational effectiveness and operational efficiency; ensures the enhancement of student access to EOPS and CARE services, including coordinating and directing the intake, eligibility, and student application functions.
- Researches and applies for other funding sources; develops Student Learning Outcomes (SLOs) and reports results for each project; coordinates activities in compliance with Career Technical Education (CTE) and Basic Skills (BS) requirements; evaluates each project annually by gathering data and reporting results to each funding source; produces annual proposals for continued funding; attends required CTE and BS meetings.
- Plans, coordinates, and oversees the operations of the EOPS/CARE tutorial center; supervises and trains associated staff.
- Plans and oversees a variety of student activities and events; establishes and maintains relationships with various on-campus student groups.
- 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.
- 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 EOPS and CARE programs and services.
- Maintains and directs the maintenance of working and official departmental files.
- Monitors changes in laws, regulations, and technology that may affect District or departmental operations; implements policy and procedural changes as required.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Dean, Student Services.
- Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
- Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
- Provides a working and learning environment that is free from prohibited discrimination, harassment and retaliation (DHR), and provided by applicable law and District policies. Attends District mandated DHR training and participates in DHR investigations as directed. Prevents discrimination and harassment and retaliation against individuals who bring these complaints forward through recognizing and reporting possible incidents to the Director of Equal Employment Opportunity Programs in Human Resources.
- Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- 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.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.

- Principles, practices, theories, and methods of planning, organizing, and directing EOPS and CARE programs, services, operations, and activities.
- Technical practices, procedures, and techniques involved in the processing and verification of EOPS and CARE student applications and determination of student eligibility.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to EOPS and CARE programs, services, and operations.
- 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.
- Modern office practices, methods, and computer equipment and applications.
- English usage, spelling, vocabulary, grammar, and punctuation.
- 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, disabilities, various socio-economic and ethnic groups.

Skills & Abilities to:

- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
- Provide administrative and professional leadership and direction for the department and the District.
- Prepare and administer large and complex budgets; allocate limited resources in a cost effective manner.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Plan, organize, direct, and coordinate the work of professional and technical personnel; delegate authority and responsibility.
- Select, train, motivate, and evaluate the work of staff and train staff in work procedures.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer a variety of EOPS and CARE related programs, services, and activities.
- Effectively represent the District and the department in meetings with various educational, business, 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.
- Effectively work with, advise, and counsel college students of a diverse academic, socioeconomic cultural, disability, and ethnic backgrounds.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- 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.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Understand scope of authority in making independent decisions.
- Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
- 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 a Master's degree from a regionally accredited college or university with coursework in counseling, rehabilitation counseling, educational counseling, or a related field and five (5) years management and/or administrative experience working with EOPS and CARE, 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; to operate a motor vehicle and 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. 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, typewriter 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 up to 20 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 interact with staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.