

**JOB TITLE:** PROGRAM DIRECTOR, HEALTH AND SOCIAL SERVICES

**PAY GRADE:** In accordance with the Educational Administrator Salary Schedule

**LAST REVISED:** May 2019

**SUMMARY DESCRIPTION:**

Sierra College is committed to Guided Pathways to increase student achievement and timely goal completion and to close equity gaps. Further, Sierra College is committed to providing its diverse student population with equitable educational outcomes, contributing to the social, cultural, intellectual, and economic development of our campus and regional community. In that spirit, the Program Director of Health and Social Services is responsible to ensure areas of oversight afford an inclusive educational and employment environment and are focused on equitable outcomes for all.

Under administrative direction of the assigned dean, this position provides leadership and operational direction for the District's Health Centers and coordinates with regional social services agencies and health care providers to provide students on-campus access to community resources. This position also leads the district's Behavioral Intervention Team and works closely with the Title IX Coordinator to ensure appropriate response and support for students. The position establishes and reviews internal policies and procedures ensuring compliance with applicable local, regional, state and federal laws and regulations.

Sierra College has a strong commitment to the achievement of equity and inclusion among its faculty, staff and students and values the rich diverse backgrounds that make up the campus community. The Program Director must demonstrate a profound understanding of and experience with successfully supporting individuals with varying backgrounds. This includes persons with disabilities, various gender identities, sexual orientation, individuals from historically underrepresented communities and other groups to ensure the District provides strategies for success and pro-active, student-centered practices and policies committed to eliminating equity gaps.

**REPRESENTATIVE FUNCTIONS:**

1. Plans, organizes and directs the clinical practice of Health Services at all sites.
2. Leads the District's Behavioral Intervention Team (BIT) utilizing best practices as informed by current training and in alignment with regional resources.
3. Coordinates with the college's Title IX Coordinator and Human Resources department to ensure appropriate support for students and consistency in regards to governing laws and compliance.
4. Develops, implements and oversees a network of synchronized and coordinated support for students through a "one-stop" point of service model to include campus mental/health services, community services, and social service delivery.
5. Meets and strategizes with institutional and regional stakeholders to develop effective processes and procedures to ensure maximum student benefit and resource utilization for students served at all locations.

6. Provides rapid response to technology, email, and telephone-based alerts that relate to the behavioral, physical and social service needs of Sierra College students.
7. Selects, assigns, trains, supervises, evaluates, counsels, and disciplines staff performance; plans, coordinates, and provides appropriate training in a manner that is culturally-responsive, including but not limited to assigned nurses, counselors, therapists, interns, and other employees.
8. Orients and supervises independent (contracted) health care professionals, including licensed therapists, interns, etc.
9. Maintains a secure, accessible system of confidential medical records in accordance with applicable standards of practice and state and federal laws.
10. Assists contracted healthcare providers (physician, etc.) with their delivery of direct services.
11. Initiates, administers, and updates appropriate contractual agreements.
12. Serves on district Incident Response Team and participates in related activities as appropriate.
13. Serves as a resource for the college community and campus departments on issues of health promotion, disease prevention, and safety and health advocacy; creates and delivers presentations to students and staff as appropriate and in a culturally-responsive manner.
14. Ensures that required up-to-date licensure and/or certifications for professional staff and services are on file.
15. Ensures a high quality of care is provided to all students.
16. Adheres to the appropriate Scope of Practice for Registered Nurses as defined by the California Board of Registered Nursing; maintains licensure and continuing education.
17. Conducts periodic needs assessments and participates with members of the college community in planning programs that respond to identified needs.
18. Designs and implements new programs and monitors existing programs for applicability, safety, and effectiveness.
19. Ensures an appropriate inventory of medical supplies, equipment, and medications are maintained; provides for appropriate procurement, storage, security, and maintenance of inventory.
20. Ensure the effective oversight and compliance of all electronic medical records systems and their management.
21. Ensures ongoing compliance with District policies and procedures, applicable county, state, and federal regulations, licenses, and standards.
22. Establishes, reviews, and appropriately revises administrative, clinical, and operational policies, procedures, and protocols.
23. Develops, coordinates, and administers budgets; monitors and controls expenditures consistent with District goals, policies, and the department's mission.
24. Chairs and/or serves on committees working on health, safety and social service issues for the college community; serve on other committees as appropriate.

25. Coordinates communication of interoffice and district-wide information ensuring that the communication is created and delivered in an equity-minded manner.
26. Sets and maintains regularly scheduled hours of operation and attends meetings as required.
27. Plans, develops, analyzes, critiques, and evaluates computerized applications and record keeping systems to maintain official records as required by District policy and administrative procedures and submits them in accordance with college procedures.
28. Complies with departmental regulations concerning the proper use, care, and security of college equipment and District property.
29. Advises administration of unsafe conditions or potential hazards and recommends solutions.
30. Participates in the evaluation of regular faculty and adjunct faculty as assigned; participates in tenure review and/or mentoring processes as assigned.
31. Conducts program reviews.
32. Performs other related duties as assigned.

**MINIMUM QUALIFICATIONS:** *The following describes the education, experience, knowledge, skills, and abilities required to enter the job and successfully perform the assigned duties.*

**Education and Experience Guidelines:** Incumbent must possess a Master's Degree or higher degree in Nursing, a Master's Degree in a Clinical Field related to Nursing OR a Graduate Degree in Nursing, having satisfactorily completed a Nurse Practitioner Program approved by the California BRN (Board of Registered Nursing). Incumbent must be certified as a Registered Nurse and Family Nurse Practitioner by the State of California and possess National Board Certification as an Adult or Family Nurse Practitioner. Incumbent must possess a California Furnishing Number and Drug Agency Enforcement Number. Incumbent must possess a valid California Class C or higher Driver's License in order to accomplish official travel between District sites and other destinations in District or privately owned vehicle.

*Preferred Experience:*

- At least three years of increasingly responsible experience related to the administration of health services,
- Demonstrated progressively responsible and successful experience in health education and health promotion activities,
- Demonstrated recent successful experience as a health care professional preferably in an outpatient/college setting,
- Demonstrated effective crisis and behavioral intervention skills.

Knowledge of:

- Current standards of college health service practices, applicable county, state and federal regulations, and available resources in the field;
- Safety issues related to student health services, equipment, and facilities;
- Strategies and methods which enhance student success in the community college setting;
- Principles and practices of administration, leadership, and supervision, including planning, organizing, assigning and reviewing work, performance appraisals, discipline, and employee selection and development;
- Social service delivery systems, campus services and community services;

- Methods to successfully support individuals with varying backgrounds, which includes persons with disabilities, various gender identities, sexual orientation, individuals from historically underrepresented communities and other groups;
- Database management, information systems utilization, statistical data interpretation, and the application of information technology to support success, retention, and completion programs;
- Collaborative problem solving and conflict resolution techniques;
- Accounting and budgeting methods, audit procedures, statistics, and data interpretation;
- Management concepts and practices, including change management, organizational and motivational techniques;
- Personnel management practices and techniques of supervision and staff evaluation;
- Employment processes, collective bargaining processes, data collection, and report writing;
- Laws, regulations, and legislation relevant to assigned program areas; and
- Safety practices.

**Ability to:**

- Direct and administer thriving and successful community college Health Services programs;
- Serve as liaison with the community, health care professionals, and local agencies in offering services, making effective referrals to help the well-being of students, and coordinating health care resources;
- Develop relationships with community-based organizations and social services agencies and build partnership agreements to bring services to the campus;
- Connect students to community based services and college resources;
- Follow Advocacy & Resource Center procedures and processes for case management;
- Manage and direct the activities of and provide effective and innovative leadership for self-funded/categorical programs, services, and operations;
- Recommend and implement goals, objectives, policies, and procedures to provide health and social services that are culturally responsive to the populations being served;
- Work with designated computer programs and systems; oversee records management and accountability;
- Participate in institutional research activities and grants as needed;
- Understand and work within the mission and philosophy of the California Community College;
- Effectively plan, organize and schedule work assignments;
- Hire, evaluate, and supervise the work of project personnel;
- Learn, interpret, and successfully apply district policies, procedures, rules, and regulations;
- Organize, prioritize, and accomplish assigned work within established time frames;
- Analyze problems, determine effective solutions, and take independent action for successful results;
- Communicate effectively orally and in writing;
- Exercise tact, listening skills, diplomacy, and good judgment in all stakeholder interactions;
- Learn from errors, determine appropriate corrective action, and prevent repeated occurrences;
- Establish and maintain cooperative and effective working relationships with others, including those from diverse academic, socioeconomic, cultural, ethnic, and ability backgrounds;
- Work independently with little or no supervision;
- Exercise sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff;
- Apply an equity-minded framework to ensure programs, services and processes are designed and delivered to meet the varying needs of all constituent groups;
- Demonstrate integrity and consistency;
- Effectively coordinate group work efforts;
- Interact and work effectively with a diverse population utilizing exceptional interpersonal and intercultural skills;
- Utilize listening and negotiating skills;

- Interact effectively with District faculty and staff, and the community.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT:** *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Incumbent must be able to function indoors in a medical clinical environment engaged in work of primarily a sedentary to moderately active nature and to perform the following, with or without reasonable accommodation:

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally walk, stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information. Maintain cardio-vascular fitness to function under stress in emergency and crisis situations.

**Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents, and to operate assigned equipment.

**Hearing:** Hear in the normal audio range with or without correction.