

**JOB TITLE:** PROGRAM DIRECTOR, SPECIAL PROGRAMS AND SERVICES

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

**LAST REVISED:** February 2020

#### **SUMMARY DESCRIPTION**

Sierra College is committed to Guided Pathways to increase student achievement, timely goal completion and to close equity gaps. In that spirit, this Program Director is responsible for ensuring that areas of oversight afford an inclusive educational and employment environment, focused on equitable outcomes for all. Under the administrative direction of the assigned Dean of Retention and Completion, this position provides the leadership and operational direction to guide and facilitate innovative reforms for the integrated student special programs and services which include, but are not limited to: EOPS/CARE, NextUp/Guardian Scholars, CalWORKs, TRiO, and other programs as assigned within the Guided Pathways framework. This position will assess internal and external effective best practices; collaborate with Research and Planning to establish, review and evaluate performance data; and collaborate with staff to conduct an intensive review of all program policies and procedures. The Program Director will recommend opportunities for policy, regulatory and guideline changes while ensuring legal and fiscal compliance until changes are authorized. The position will have a key focus in working closely with staff in other programs and services, in particular, DSPS, RISE, Puente, Umoja, Veterans, Health and Social Services, Residence Halls, Financial Aid, the Success Center, Engagement Centers, Interest Area Counseling, Career and Transfer, Outreach and emerging partnerships built around the Guided Pathways Student Completion and Equity Strategic Plan.

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 Director must demonstrate a profound understanding of and experience with successfully supporting individuals with varying backgrounds. This includes former foster youth, first-generation students, persons with disabilities, undocumented scholars, various gender identities, sexual orientation, individuals from historically underrepresented communities and other groups to ensure the District provides strategies for success and proactive, student-centered practices and policies committed to eliminating equity gaps.

**REPRESENTATIVE FUNCTIONS:** *The following duties are typical for this job classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Facilitates the development, implementation, supervision, and evaluation of select Special Programs and Services that result in an increase in students served, student success, goal attainment, and successful transition into the workforce or on to a 4-year college or university.
2. Meets and strategizes with program faculty and staff to develop effective methodologies to ensure maximum engagement, culturally responsive and trauma-informed processes and effective use of resource support for students served at all Sierra locations.
3. Plans, implements, prioritizes, assigns, supervises, participates and collaborates in the work of staff responsible for programmatic implementation while also developing and administering the budgets for all programs and coordinating annual reports as requested.
4. Interprets, articulates, implements and monitors compliance with federal and state requirements, local Board and Administrative Policies, applicable human resources procedures, applicable laws, and business services processes.

5. In coordination with appropriate directors, managers, and coordinators, continues the process of integrating areas of oversight into a Guided Pathways framework to create programmatic efficiencies and opportunities designed to extend services to a broader percentage of the student body.
6. Coordinates with all Sierra College locations and other departments providing retention and completion services to ensure the implementation and intentional delivery of services District-wide, and serves as the primary contact for assigned units.
7. Develops and continuously improves programs, communications, and services in response to the changing needs of students; supports marketing and public information functions for the promotion of support services ensuring that the promotion is culturally-inclusive to the audience being reached.
8. Assists with the coordination and planning of full- and part-time counselors and classified staff yearly and daily schedules for the purpose of ensuring appropriate departmental coverage within division standards; identifies resource needs and makes recommendations to allocate resources accordingly.
9. Participates in the evaluation of regular faculty and adjunct faculty as assigned; participates in tenure review and/or mentoring processes as assigned.
10. Assists in the development of short and long-range plans and goals for enrolled students, including specifically identified populations and historically underrepresented students within a Guided Pathways framework; modifies and/or revises policies and procedures as needed to ensure equity-mindedness and on-going compliance with Title 5 and other applicable regulations.
11. Chairs EOPS/CARE as well as NextUp/GSP External Advisory Committees to establish an effective support system with local and regional partners, community organizations, social services, K-12 schools, and four-year colleges/universities.
12. Coordinates, develops and implements programs for continuing students designed to deliver quality and intentional services in an efficient and equity-minded manner, to include but not limited to, student workshops, informational meetings, probation and intervention workshops, Interest Area programming and other related events and services.
13. Develops, collects and analyzes pertinent district-wide data to ensure conformation to statewide Management Information System (MIS) requirements and data-informed decision-making.
14. In collaboration with other stakeholders, provides leadership to deliver effective, innovative and intentional services and activities to improve student success, goal attainment and/or degree completion.
15. Ensures quality of program accountability, including program reviews and audits for evaluation of student outcomes and overall program quality.
16. Attends and participates in professional group meetings; maintains awareness of new trends and developments regarding integrative planning and community college initiatives.
17. 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:** A Master's degree from an accredited college or university and two years full-time experience or the equivalent within the last four (4) years in one or more of the following fields:

- (1) Instruction or counseling or both in a higher education program for students who are former foster youth, first-generation, historically underrepresented or educationally disadvantaged;
- (2) Administration of a student services program/department in an institution of higher education;
- (3) Teaching, counseling or administration in secondary education, working predominantly or exclusively in programs for students who are foster youth, educationally disadvantaged, first-generation or students of color or
- (4) Administrative or supervisory experience in industry, government, public agencies or private social welfare organizations, in which the responsibilities of the position were predominantly or exclusively related to experiences of marginalized identities.

**Knowledge of:**

- Guided pathways tenets;
- Pertinent federal, state and local laws, codes and regulations including Title V Regulations for categorical programs;
- Current higher education retention and success trends, issues, strategies, regulations, and compliance in the state, regionally, nationally and internationally;
- 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, student information systems, statistical data interpretation and the application of information technology to 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:**

- Manage and direct the activities of and provide effective leadership for categorical/grant-funded programs, services, and operations;
- Envision, develop and maintain short and long term strategic plans;
- Coordinate and direct student success programs for general and specific identifiable student populations;
- Apply an equity-minded framework and ensure programs, services and processes are designed and delivered to meet the varying needs of all students;
- Supervise, organize and review the work of assigned staff involved in the outreach, in-reach, and retention of community college students;
- Recommend and implement goals, objectives, policies, and procedures for providing student success and retention services that are culturally-responsive to the populations being reached;
- Establish culturally responsive and trauma-informed practices within all facets of the programs;
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals;
- Participate in the preparation and administration of assigned budgets;
- Promote comprehensive solutions involving a diverse body of stakeholders;
- Bridge gaps between instruction and student services;
- Conduct ongoing research and evaluation of best practices;

- Identify and respond to sensitive organizational issues, concerns and needs;
- Plan, organize, direct and coordinate the work of assigned staff;
- Compile data and prepare accurate reports;
- Demonstrate an awareness and appreciation of the cultural diversity of the community;
- Adhere to critical deadlines while working with frequent interruptions;
- Establish and maintain effective working relationships;
- Commit to equity and student success;
- Interact and work effectively with a diverse population utilizing exceptional interpersonal and intercultural skills;
- Perform consistently under the pressure of deadlines and other administrative demands;
- Plan and manage in an environment of shared governance;
- Demonstrate integrity and consistency;
- Communicate effectively verbally and in writing;
- Effectively coordinate group work efforts;
- Effectively utilize social/interpersonal skills;
- Utilize listening and negotiating skills;
- Interact effectively with District faculty and staff and the community;
- Set priorities and establish goals and objectives;
- Approach all duties of the position with an equity-minded perspective that supports and promotes inclusion and diversity;
- 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;
- Organize work and manage time effectively; and
- Conduct effective meetings.

**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:** Work is performed primarily in a standard office setting.

**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.

**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.