

JOB TITLE: Program Manager, Basic Needs and Support Services

PAY GRADE: Classified Supervisory (CS)18

LAST REVISED: May 2022

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job. Additional or different duties from the ones set forth below may be required to address changing business needs/practices.

Summary Description

Sierra College has committed to foundationally re-engineer its programs and services using Guided Pathways to increase student achievement, ensure student equity, and effect timely goal completion. Under administrative direction of the Dean of Student Services or assigned administrator, this position serves as a member of the District's management team to provide leadership in matters relating to the administration of assigned programs within Student Services, and to perform related work as required.

The Program Manager, Basic Needs and Support Services performs a full range of complex administrative, programmatic, and technical duties in support of the Basic Needs Program within the Sierra Joint Community College District. The Program Manager oversees and coordinates assigned functions, activities, and services of the Basic Needs Program, as well as participates in the daily activities of providing students, staff, and others with specialized information, connections, referrals, training, and assistance related to students' basic needs (including food, clothing, and housing insecurities; technology and transportation needs; financial stability, literacy, and services; counseling and advising services; mental and physical healthcare; social, emotional, and behavioral wellness; crisis intervention; utilities access; childcare referrals and emergency needs for students with dependents; career services and employment opportunities; off campus agency resources; foster youth, formerly incarcerated, immigration-impacted student supports; and more).

The Program Manager coordinates with campus stakeholders and community organizations to: obtain resources for a diverse student body; effect a student-centered support ecosystem; maximize students' access to and utilization of all available support services; and, promote student equity, success, retention, and completion by removing structural and systemic barriers to degree and credential attainment. The Program Manager effectively engages partnership development, grant management, and reporting duties in support of the Basic Needs Program, and the position requires maintaining currency regarding topical issues, emerging strategies, best practices, legislation, and policies related to student equity and basic needs.

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 Manager, Basic Needs and Support Services must demonstrate a profound understanding of and experience with successfully supporting individuals with varying and diverse backgrounds, including persons with disabilities, various gender identities and sexual orientations, individuals from historically underrepresented communities, and other groups. The Program Manager, Basic Needs and Support Services will effectively ensure the District develops and provides strategies for student success, as well as proactive, student-centered practices and policies committed to eliminating equity gaps.

REPRESENTATIVE FUNCTIONS:

1. Manages and coordinates assigned functions, activities, and services of the Basic Needs Program, including a full range of technical and programmatic support, holistic and trauma-informed case management and service delivery processes, and reporting and documentation requirements.
2. Develops and provides oversight of resources, programs, events, partnerships, connections, referrals, and services to provide an equitable, student-centered ecosystem addressing basic needs, including: food, clothing, and housing insecurities; technology and transportation needs; financial literacy and services;

counseling and advising services; mental and physical healthcare; social, emotional and behavioral wellness; crisis intervention; utilities access; childcare and emergency needs for students with dependents; career services and employment opportunities; foster youth, formerly incarcerated, and immigration-impacted student supports; and more.

3. Develops, implements, manages and performs the complex daily functions of a “one-stop” Basic Needs Center, including providing everyday basic needs service and support delivery to students.
4. Maintains clear, consistent, effective, and culturally-inclusive coordination and communication, as well as cohesive and substantial partnerships, with Financial Aid and the Sierra College Foundation to ensure students are receiving the maximum aid available, to ensure students are accessing public benefits (including CalFresh and the EBT system), to offer emergency financial assistance and other just-in-time services, to increase access to scholarships, and to leverage resources, streamline reporting, and build a cohesive, equity-centered network of support for diverse student populations.
5. Strategically reviews, analyzes, makes recommendations, and addresses policies, practices, and barriers—including eligibility requirements, navigation issues, and application processes—to ensure an equity-informed, student-centered ecosystem that maximizes students’ access to and utilization of all available support services, basic needs resources, and financial assistance.
6. Establishes local and regional collaborative relationships and partnerships with business entities, community organizations, and local educational agencies pertaining to student basic needs; partner with food bank affiliates, housing and homelessness resources, mental and physical health providers, financial institutions, and other non-profit entities and community-based efforts to support and secure equitable resource and service delivery to students across the district.
7. Coordinates and partners with staff, departments, program areas, the Sierra College Foundation, and external agencies to leverage resources and service delivery to students, and to ensure activities and operations comply with Basic Need Program requirements and current best practices.
8. Participates in the development and implementation of equity-informed goals, objectives, policies, and priorities for the Basic Needs Center; researches, implements, and administers policies, procedures, and changing business practices and processes for assigned area; develops and maintains culturally-inclusive and equity-minded handbooks, forms, and related policies and procedures.
9. Manages, supervises, supports, and coordinates college-wide food pantry, clothing closet, drop-in legal advice, financial literacy coaching, credit-building services, and other assigned basic needs efforts; coordinates scheduling, training, and staffing; provides work guidance to volunteers and oversight for student workers; maintains quality control; and orders, receives, and stocks necessary items.
10. Develops, recommends, and implements supports for students with children and dependents, including building partnerships with public and private childcare programs, as well as family resource centers and social services organizations, to offer low-cost childcare services, assistance for family care, and community resource connections and referrals.
11. Builds and supports a trauma-informed and culture of care in the Basic Needs Center, as well as across campus; provides professional development opportunities for staff related to the Basic Needs Program and its approaches to trauma-informed service and support.
12. Serves as a District appointee or representative on various committees and other basic needs-related projects associated with the program including Sierra College Student Emergency Grant, Behavioral Intervention CARE Team, Campus Life Committee, Special and Support Programs Advisories, CalFresh grant, District Homeless Liaison, community liaison for the Districts annual Point in Time (PIT) homeless count, etc.
13. Provides technical information, assistance, referrals, and holistic case management services regarding the Basic Need Program area to students, staff, and the general public; refers and connects students to applicable community, business, and governmental agencies as well as appropriate student and academic support services offered by the District; interprets and explains program applications, policies, procedures, requirements, and restrictions; develops culturally-inclusive and equity-minded promotional, outreach, correspondence and informational materials for distribution (including the college website); and, maintains assigned resource material and library.
14. Understands and ensures compliance with Clery, FERPA, and Title IX law and support services; works closely with the Title IX and BIT/CARE programs; serves as a mandated reporter.
15. Provides assistance in resolving operational and administration problems; identifies problem areas and issues; conducts research to find alternative solutions; makes recommendations; assists in implementation of recommendations.

16. Develops yearly calendar of collaborative events, workshops, and other schedules related to assigned activities and services; reviews, updates, and informs others of essential timelines; coordinates assigned activities; ensures the timely completion of work in accordance with established policies, procedures, and standards.
17. Plans, organizes, schedules, and conducts culturally-inclusive, equity-minded and trauma-informed orientations, workshops, seminars, class presentations, meetings, and other activities related to the Basic Needs Center; plans joint events and participates in planning and implementation meetings with other District departments and programs, as well as business and community representatives; arranges and confirms event speakers; reserves facilities and makes other necessary arrangements.
18. Monitors program budget and grant(s); makes recommendations regarding allocation of resources and expenditure of funds; maintains awareness of new grant opportunities.
19. Collects, compiles, tabulates, and records narrative, statistical, and financial data and other information; summarizes data; inputs and reviews data and prepares special and periodic reports (including fiscal reports, program plans, progress reports, and other narrative and statistical reports as required and in accordance with District and external agency requirements).
20. Establishes and maintains confidential and sensitive records (including student records); maintains complex, interrelated filing systems; and ensures confidentiality of information.
21. Trains and provides work guidance and support to designated student workers, staff and other faculty as assigned; provides oversight for program and counseling interns.
22. Provides effective personnel management practices and techniques of supervision and staff evaluation.
23. Perform related duties and responsibilities as required.

Knowledge of:

- Current best practices and trends for providing basic needs and support services, including equity-focused, trauma-informed, and culturally-responsive practices, in a community college or similar setting;
- Strategies, processes, and practices in case management techniques, especially in services and support of basic needs, including food, clothing, and housing insecurities; technology and transportation needs; financial literacy and services; mental and physical healthcare; social, emotional and behavioral wellness; and childcare and emergency needs for students with dependents;
- Equity-minded services and supports for foster youth, formerly incarcerated, and immigration-impacted populations;
- Role of higher education, and specifically community colleges, in supporting marginalized populations;
- Methods to successfully support individuals with varying backgrounds, which includes persons with disabilities, various gender identities, various sexual orientations, individuals from historically underrepresented communities and other groups;
- The Americans with Disabilities Act, Rehabilitation Acts 504 and 508, and policies/regulations for students with disabilities;
- Title IX law in relation to sexual assault/violence and best practices for behavioral intervention teams in higher education;
- Personnel management practices and techniques of supervision and staff evaluation;
- Pertinent federal, state, and local laws, codes, and regulations including Title V regulations for categorical programs and assigned areas;
- Current higher education equity-based retention and success trends, including issues, strategies, regulations, and compliance in the state, regionally, nationally, and internationally;
- 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 and leadership 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; and
- Safety practices.

Ability to:

- Coordinate and oversee the daily operations and activities of the Basic Needs Program; implement procedures for the day-to-day operations of assigned program areas.
- Envision, develop and maintain short and long-term strategic plans for the development of an integrated Basic Needs Program within Student Services and the larger district;
- Perform a specialized, technical, and complex programmatic and administrative duties that require a high level of independent judgment and personal initiative.
- Understand the organization and operation of the District, the Basic Needs Program, and outside agencies as necessary to assume assigned responsibilities.
- Apply an equity-minded framework and ensure programs, services and processes are designed and delivered to meet the varying needs of all students.
- Learn department and program objectives and goals.
- Understand, interpret, apply, explain, and ensure compliance with administrative and office policies and procedures as well as pertinent laws, regulations, and ordinances.
- Use technical concepts and basic program management tools and techniques to coordinate the Basic Needs Program area and solve complex problems in creative and effective ways.
- Develop recommendations for problematic areas and implement and monitor changes.
- Participate in the development and administration of policies and procedures.
- Provide specialized assistance, training, and information to students, faculty, administrators, staff, and the public concerning the Basic Need Program area, functions, and resources.
- Coordinate and conduct equity-minded and culturally-inclusive workshops, seminars, special events, class presentations, orientations, and tours.
- Screen, interview, and assess student needs from diverse ethnic and socio-economic backgrounds.
- Determine best referral and support plan for students.
- Establish and maintain partnerships with local businesses and community organizations.
- Participate in the preparation and administration of assigned budgets.
- Exercise skills that emphasize collaboration, consensus building, conflict resolution, and problem solving.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Research, compile, analyze, and interpret data and information.
- Both independently and collaboratively compose and prepare correspondence and written materials related to assigned activities.
- Prepare a variety of clear and concise administrative and financial records.
- Implement and maintain filing and record keeping systems.
- Prepare calendar of events and workshops related to area of assignment.
- Exercise good judgment and discretion in analyzing and resolving confidential, difficult, and sensitive situations.
- Work within the policies, functions, and requirements of area of assignment.
- Train and provide work guidance to others.
- Plan, organize, and assign work to meet schedules and changing deadlines.
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Operate office equipment including computers and supporting word processing, spreadsheet and database applications.
- Work confidentially with discretion.
- Work independently and effectively in the absence of supervision.
- Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
- Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, ability status, sexual orientation, and cultural populations of community college students.
- Communicate effectively both orally and in writing to meet the needs of the students and programs supported.

- Establish and maintain effective working relationships with those contacted in the course of work.

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

Experience: At least 1 year of experience working in a social service, community service capacity or in a student services-oriented role at a community college or other educational institution. Experience may include volunteer work that included program management of a basic needs operation.

Education: A Master's degree from an accredited university, preferably in social work, sociology, education, or other related field, and

License or Certificate:

- Valid California driver's license and a safe driving record to drive a District or personal vehicle.
- Ability to obtain a food handling license.

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 and requires occasional travel to local high school districts and campuses.

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.