

**JOB TITLE:** Basic Needs and Support Services Specialist  
**PAY GRADE:** CL 21  
**LAST REVISED:** DECEMBER 2024

*Job Descriptions/Class Specifications are intended to present a descriptive list of the range of duties performed by employees in the job and are **not** intended to reflect all duties performed within the job.*

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. A strong candidate for this position must have the understanding and ability to successfully support individuals with varying backgrounds. This includes persons with disabilities, various gender identities and sexual orientations, as well as individuals from historically underrepresented communities and other groups. Our District is committed to providing strategies for success and proactive student-centered practices and policies focused on eliminating equity gaps to ensure the District provides an inclusive educational and employment environment focused on strategies for success and equitable outcomes for all.

### **SUMMARY DESCRIPTION**

Under general supervision from assigned manager, provides comprehensive case management and student support services addressing insecurities related to food, housing, transportation, mental and physical wellbeing, parenting, and technology; connects students to resources both on and off-campus; maintains Basic Needs Center program operations; and supports the improvement of the health, wellness, and resilience of our student community.

### **REPRESENTATIVE DUTIES**

*The following duties are typical for this 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. Provides comprehensive case management services to a diverse student population, including assessment, outreach, advocacy, assistance in accessing resources, and navigating referrals; conducts intake process and needs assessments (i.e., food, housing, transportation etc.) to create personalized support plans that address the unique challenges faced by each student.
2. Prepares and maintains a variety of files and records related to services and activities; maintains student records and documentation; assists in compiling and entering data and preparing comprehensive reports; ensures accurate data for Management Information Systems (MIS) reporting and related databases.
3. Responds to basic needs referrals through the District's student case management system; generates referrals for other services and supports, as needed; provides students with in-person, phone, or virtual support, resources, information, and/or direct services; provides information regarding District services and programs; connects students with external partners and community-based organizations; assists with continuing care resources, support services, student advocacy, information, and referral coordination to on and off-campus resources.
4. Establishes and maintains cooperative working relationships with and provides customer service for students, District staff, and the public; collaborates and networks with District staff to identify students in need and connect students to resources; establishes and maintains collaborative relationships with external agencies to support students in securing resources.
5. Provides crisis intervention, non-clinical case management, and makes referrals, as needed; provides individualized, holistic, and equitable multidisciplinary support for each student; provides support for students experiencing emergencies related to food, housing, or other basic needs; coordinates with mental health services and external agencies to ensure comprehensive support.
6. a Coordinates - food pantry operations, including, but not limited to, inventory management and distribution processes; maintains food quality controls in accordance with applicable laws.
7. Plans and implements Basic Needs Center related events and participates in campus events, including tabling, workshops, and presentations; provides coordination and planning including, but not limited to, staffing, logistics, supplies, and catering.

8. Provides administrative support, including general correspondence and scheduling appointments, meetings, and facilities requests; researches and makes recommendations regarding best practices, models, and methods for providing services to students; aids in planning and developing department objectives and initiatives; develops and implements procedures and policies; ensures program training and outreach materials are current and available for use; maintains and provides program information, announcements, resource materials, and other forms of communication regarding services, events, and activities for dissemination.
9. Provides onboarding support, general work training, guidance, supervision assistance, and directs activities of students or temporary employees.
10. Performs related duties that support the overall objective of the position.

**QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

**Knowledge of:**

- Sierra College and operations of student services offices.
- Collaborative problem solving, conflict resolution, and crisis intervention techniques.
- Culturally inclusive and equity-minded practices and strategies.
- Trauma-informed principles related to basic needs and case management.
- Historically underrepresented and disproportionately impacted student needs in higher education.
- External and public agencies, services, and resources.
- Federal, state, and local laws, codes, and regulations regarding support of students and safe food handling, including, but not limited to, the Family Educational Rights and Privacy Act (FERPA) and the Americans with Disabilities Act (ADA).
- Principles, practices, and techniques of marketing, public speaking, customer service, and outreach.
- Basic research methods and data analysis techniques.
- English usage, grammar, spelling, punctuation, and vocabulary.

**Ability to:**

- Perform technical and operational duties to support students, including providing complex case management services and sensitivity to individuals students from varying diverse backgrounds.
- Maintain accurate written case management records.
- Process and disseminate information accurately and clearly; synthesize information to develop an appropriate plan of action.
- Analyze and resolve confidential, difficult, and sensitive situations.
- Coordinate and conduct workshops, seminars, special events, presentations, and orientations.
- Screen, interview, and assess the needs of students and clients.
- Maintain current, accurate, and confidential records and files.
- Properly handle difficult, sensitive, and confidential situations and materials.
- Use sound judgment in recognizing scope of authority.
- Plan and organize work to meet changing priorities and deadlines with frequent interruptions and a high degree of public contact.
- Utilize office procedures, methods, and equipment, including computers, technology, and applicable software applications sufficiently to perform the duties of the classification such as database management and student information systems.
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Maintain confidentiality of information.
- Follow oral and written directions.

- Communicate clearly and concisely, both orally and in writing.
- Provide onboarding support, general work training, guidance, supervision assistance, and direct activities of students or temporary employees.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work with and show sensitivity to a diverse student population from a wide range of ethnic, socio-economic, gender, sexuality, and accessibility backgrounds.
- Work independently and collaboratively.
- Apply District policies and procedures.

**EDUCATION AND EXPERIENCE GUIDELINES**

*Any combination of education and experience that demonstrates the required above knowledge and abilities is qualifying. Examples of ways to obtain the above knowledge and abilities could include, but are not limited to, the following:*

**Education/Training**

- Two years of coursework from a college or university.

**Experience**

- Two years of experience providing program support services to students or community members or related experience.

**License/Certificate** - Possession of, or ability to obtain within a reasonable timeframe, each of the following:

- Valid California Driver's License.
- Food Handling Certificate.

**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. Position may be required to work evenings, nights, and weekends.

**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.

Board Approved: TBD