

JOB TITLE: LIFE Program Specialist
PAY GRADE: CL 21
LAST REVISED: February 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, assists with the development, implementation, and evaluation of the LIFE Program (Learning Independence for Future Employment) and activities designed to increase program outcome success through caseload and cohort management; provides guidance and support for students, including community integration daily activities, functional components of program development, and maintenance of individual service plans; leads the transition planning and implementation process; enhances student success with programs and services, including coaching, support and follow-up, progress check-in, and proactive connection and referrals to resources and services, including, but not limited to, job exploration, work experiences, and competitive integrated employment opportunities; and collects data for program evaluation, longitudinal studies, and research projects.

REPRESENTATIVE DUTIES

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. Works with program manager on the implementation and development of the functional component of the program; develops independent living and community integration plans for LIFE students; observes and participates in the evaluation of program participants and communicates behavior needs of individual students to program manager; collects data and surveys from students for program evaluation; trains and assists students in the maintenance and care of program equipment and facilities; transport students to outings, as needed; responsible for student safety and welfare while assigned to the LIFE program, including assisting students with taking medications on schedule and in appropriate dosages, administering CPR and First Aid, if necessary, and reporting emergencies.
2. Develops, coordinates, and implements complex multi-level case management strategies to provide support for students based on needs of a diverse student population; utilizes student data and case management software to conduct coordinated email, call, and text campaigns to assess and address student retention, persistence, and completion; reviews student records to ensure progress towards academic and career goals; conducts and analyzes student needs assessments.
3. Maintains case notes of student interactions and generates performance reports summarizing student progress; updates the programs' and related databases, as needed; ensures accurate reporting of data related to students served, progress, academic/functional component outcomes, and employment/transition outcomes; assists with providing data, as requested.
4. Generates and responds to referrals from the program manager and the District's student case management system; meets with students in-person, by phone, or virtually to assess student needs.
5. Works proactively and efficiently to provide appropriate resources, information, and referrals to students; provides information regarding District services and programs, including, but not limited to, enrollment, registration, financial aid, educational pathways and programs, academic supports, student services, job

exploration activities, work experience, housing searches, community connections, and transition of services and home plans; connects students with opportunities for campus engagement and clubs based upon students' personal and educational interests and goals; connects students with opportunities for on and off campus employment, and finding and retaining competitive integrated employment.

6. Provides support services to implement retention and completion efforts; fosters student success and academic development, including critical thinking, problem solving, and self-advocacy skills; coaches students to use student success skills, including time management, calendaring, organization, and communication.
7. Plans, coordinates, and delivers equitable retention activities for LIFE students using case management methods based on data reporting and best practices for students, including trauma-informed and culturally responsive methods.
8. Monitors, tracks, and maintains institutional accountability for student progress in caseload; proactively communicates and connects with students to help them meet defined momentum points, including, but not limited to, completing financial aid documents, accessing counseling appointments and services, attending workshops, receiving basic aid, utilizing academic supports, and attending student engagement events.
9. Collaborates with local employers, community-based organizations, intermediaries, system partners (i.e., housing, employment, etc.), the Alta California Regional Center, and District staff to implement the LIFE program and to offer educational-functional, holistic support, training, and engagement opportunities for the LIFE program student cohort and the individual needs of students.
10. Collaborates with other student services and instructional departments to plan, coordinate, and deliver proactive support for students; connects LIFE students with counselors for educational planning, as well as personal and crisis counseling appointments, as needed.
11. Plans, coordinates, implements, and evaluates events, including tabling, workshops, and presentations; provides coordination and planning, including, but not limited to, staffing, logistics, supplies, and catering; partners with other departments to develop, coordinate, and conduct transition workshops and activities for students; develops materials and implements workshops from Learn4Independence® and assists in the modification of L4I objectives to align with individual student need.
12. Oversees one or more assigned support and service initiatives, including, but not limited to, orientation activities to connect students to programs and services.
13. Provides administrative support, including composing correspondence and scheduling meetings, appointments, and facilities reservations; 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 department and training materials are current and available for use; maintains and provides department information, announcements, resource materials, and other forms of communication regarding department events, activities, programs, and initiatives for dissemination.
14. Provides onboarding support, general work training, guidance, supervision assistance, and directs activities of students or temporary employees.
15. 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 and conflict resolution techniques.
- Culturally inclusive and equity minded practices and strategies.
- Historically underrepresented and disproportionately impacted student needs in higher education.
- External and public agencies, services, and resources.
- Federal, state, and local resources and services for individuals with disabilities.

- Medical triage and treatment protocols, including mental health referrals, first aid, and Cardiopulmonary Resuscitation (CPR).
- Federal, state, and local laws, codes, and regulations regarding support of students, including, but not limited to, the Health Insurance Portability and Accountability Act (HIPAA), the Family Educational Rights and Privacy Act (FERPA), the Americans with Disabilities Act (ADA), the Lanterman Act, Section 504 of the Rehabilitation Act.
- Referral agencies, services, and departments on and off campus.
- Principles, practices, and techniques of marketing, public speaking, 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.
- Develop rapport with students who have intellectual and developmental disabilities.
- Use tact and good judgment in decisions regarding students' unique needs and challenges.
- Perform or provide basic to urgent patient triage over the phone and in person, including mental health referrals, first aid, and CPR.
- 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, community members, individuals with disabilities or lived experiences, or related experience.

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

- Valid California Driver's License.
- Basic Life Support certificate for health care providers, including CPR, AED, and obstructed airway.
- Bloodborne Pathogens Exposure Control Program Certificate.
- First Aid 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; risk of exposure to blood borne and/or other pathogens. 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: 3/12/24