

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

DIRECTOR, EXTENDED OPPORTUNITY PROGRAMS AND SERVICES AND SPECIAL POPULATIONS

DEFINITION

Under general direction, plans, organizes, coordinates, and directs all programs and services provided by the District's Extended Opportunity Programs and Services (EOPS) and Special Populations; supervises and evaluates assigned faculty and classified staff; supervises the preparation and maintenance of required records and reports; and assumes responsibility for procurement, expenditure, and accounting for funding in compliance with applicable law and policy.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from a Dean, Student Affairs. Exercises general direction and supervision over assigned faculty and staff, directly and through subordinate levels of supervision.

CLASS CHARACTERISTICS

This is a Department Director classification that plans, manages, and oversees the daily functions, operations, projects, and activities of the Extended Opportunity Programs and Services (EOPS)/Cooperative Agencies Resources for Education (CARE), California Work Opportunity and Responsibility to Kids (CalWORKs)/Federal Temporary Aid to Need Families (TANF), Former Foster Youth (FFY), Guardian Scholars Program (GSP), and other related programs and services as assigned. Successful performance of the work requires knowledge of education policy and District functions and activities and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the department with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and for furthering District goals and objectives within general policy guidelines.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

1. Plans, organizes, directs, and provides administrative leadership for the programs and operations of EOPS and Special Populations, including EOPS/CARE, CalWORKs/TANF, FFY/GSP, and other related programs and service areas as assigned; directs all aspects related to the planning, staffing, delivery, and evaluation of assigned programs; ensures compliance with Title V regulations and other applicable federal and state regulations and policies; represent the interests of the department.
2. Manages and provides leadership in the development and implementation of goals, objectives, and priorities for assigned activities, programs, and operations; recommends and administers policies, procedures, and programs for assigned program areas; participates in long-range planning activities.
3. Develops policies and procedures within federal, state, and District guidelines to ensure access to District programs for students served.
4. Oversees and participates in the development and administration of budgets for assigned program areas; participates in the forecast of funds; monitors and approves expenditures; implements adjustments; assumes responsibility for reporting and accounting for categorical funding of programs and related reports; completes appropriate reporting to state agencies for continued funding for assigned programs including but not limited to EOPS/CARE, CalWORKs/TANF, and FFY.

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5. Provides leadership in offering appropriate services, programs, and activities that serve the instructional and student services needs of educationally and financial disadvantaged students; collaborates with other District leaders in designing programs that meet the learning needs of students; provides overall supervision of assigned programs and services, faculty, and staff.
6. Reviews programs, services, activities, and expenditures for compliance with applicable state and federal laws, regulations, and guidelines, District policy and procedures, and responsiveness to special student populations.
7. Participates in the selection, training, and evaluation of assigned faculty and staff; provides or coordinates training for staff; supervises assigned faculty and staff in accordance with District policy.
8. Responds to student complaints about program services, faculty, or staff; resolves problems related to student eligibility, acceptance, utilization of programs, and delivery of programs and services.
9. Provides leadership and serves in an advisory capacity to District administrators, faculty, and staff regarding access to District programs and services for EOPS/CARE and other special population students.
10. Attends and participates in professional group meetings; stays abreast of new trends and innovations in the fields related to student support services; monitors legislation as it relates to assigned programs; maintains currency of knowledge related to legal requirements and regulations as they pertain to student equity and other related categorical programs and services.
11. Performs related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, budget development, program development, implementation, and evaluation.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
- Principles and practices of employee supervision, including work planning, assignment, review, and evaluation, and the training of staff in work methods and procedures.
- Principles and practices of curriculum and course development.
- Contemporary issues of inclusion, social justice, diversity, access, and equity as related to higher education.
- Applicable federal, state, local, and District laws, regulations, ordinances, policies, and procedures relevant to EOPS, CARE, CalWORKs, TANF, FFY/GSP, and other special population programs, projects, and operations as assigned.
- Methods and techniques to effectively facilitate change and create greater inclusion at the individual, interpersonal, and team level, and department and institutional level.
- Methods and techniques for the development of presentations, business correspondence, research, and reporting, and information distribution.
- Principles and practices of record keeping.
- Methods and techniques of research, analysis, and decision making.
- Modern office practices, procedures, technology, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.

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- Techniques for providing a high level of customer service by effectively interacting with students, staff, faculty, representatives of outside organizations, and members of the public, including individuals of diverse academic, socioeconomic, ethnic, religious, and cultural backgrounds, physical ability, and sexual orientation.

Ability to:

- Develop and implement goals, objectives, policies, procedures, work standards for the department and assigned program areas.
- Provide administrative and professional leadership and direction for the department and the District.
- Develop and monitor budgets and effectively utilize resources.
- Interpret, apply, explain, and ensure compliance with applicable federal, state, local, and District laws, regulations, ordinances, policies, and procedures.
- Plan, organize, direct, and coordinate the work of professional and technical personnel.
- Delegate authority and responsibility.
- Select, train, motivate, and evaluate the work of staff; train staff in work methods and procedures.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Demonstrate leadership in the creation and delivery of college-wide student equity programs and services.
- Identify and respond to sensitive organizational issues, concerns, and needs; recognize and effectively respond to exclusionary comments, actions, practices, and policies.
- Effectively represent the District and the department in meetings with various educational, business, professional, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Gather and analyze data, evaluate alternatives, and make sound recommendations.
- Develop, implement, and incorporate new programs to address identified needs of targeted student populations.
- Analyze curriculum and offered courses and recommend modifications.
- Maintain accurate databases, records, and files.
- Effectively manage priorities in complex and diverse operational units.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Understand scope of authority in making independent decisions.
- Use tact, initiative, prudence, ethics, and independent judgment within general policy, procedural, and legal guidelines.

EDUCATION AND EXPERIENCE:

A Master's degree and one year of formal training, internship, or leadership experience reasonably related to the administrator's administrative assignment.

LICENSES AND CERTIFICATIONS:

None.

DISTRICT VALUES

Incumbents in District positions are expected to exhibit an equity-minded focus, responsiveness, and sensitivity to and understanding of the diverse academic, socioeconomic, cultural, gender identity, sexual orientation, and ethnic backgrounds of community college students, and employees, including those with physical or learning disabilities, and successfully foster and support an inclusive educational and employment environment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Incumbent must occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Incumbent must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees interact with upset staff, faculty, students, and/or members of the public in interpreting and enforcing departmental policies and procedures.

Revised: June, 2006
Johnson & Associates

Revised: May, 2017 (title changed from Director of EOPS)
Forsberg Consulting Services

Revised: September, 2018
Koff & Associates