

## **SOUTHWESTERN COMMUNITY COLLEGE DISTRICT**

### **CLASS TITLE: PROGRAM DIRECTOR**

#### **DEFINITION**

Plans, organizes, and provides—administrative direction and oversight for academic functions or disciplines requiring regulatory compliance or accreditation; coordinates and directs communications, personnel, resources, curriculum, schedules, and information to meet the instructional needs and enhance educational effectiveness of the assigned academic program(s); assists in educational planning and program development; and performs related work as required.

#### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from an assigned Dean. Exercises general direction and supervision over faculty, technical, and administrative support staff.

#### **CLASS CHARACTERISTICS**

This classification assists in overseeing and directing all activities of assigned instructional programs, including regulatory compliance and accreditation, development and administration of policies and procedures. This class assists the assigned Dean in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires strong knowledge of education policy and District functions and activities and the ability to develop, oversee, and implement programs. Responsibilities include coordinating the activities of the assigned program(s) with those of other divisions and departments and assisting in managing and overseeing the complex and varied functions of the program(s). This class is distinguished from the Senior Program Director in that the latter assignment oversees a program that has a distinctly larger number of: complex accreditations, full time and adjunct faculty as well as classified staff, and budget dollars from multiple funding sources. This class is distinguished from the Dean in that the latter has overall management responsibility for all department or center academic functions, programs, and activities, 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 functions of the job.*

1. Assumes management responsibility for assigned academic-program(s), services, and activities.
2. Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the program; establishes, within District policy, appropriate budget, service, and staffing levels.
3. Oversees and is responsible for educational planning and program development in accordance with missions, goals, and objectives of the District and department/higher education center; oversees administration and monitoring of assigned department program(s) and services to ensure compliance with established curriculum and content standards and requirements; develops, analyzes, and implements curriculum standards to meet student needs; oversees development and implementation of new courses, programs, and instructional activities.
4. Manages and coordinates communications, personnel, resources, curriculum, schedules, and information to meet the instructional needs and enhance the educational effectiveness of assigned program(s) and services; ensures the purchasing and maintenance of all supplies, equipment, and facilities required of the program(s).
5. Monitors and administers the annual budget; participates in identification of and application for external funding sources, including developing industry partnerships; forecasts additional funds needed for staffing,

equipment, materials, and supplies; monitors and approves expenditures; implements adjustments as necessary.

6. Selects, trains, motivates, and directs program faculty and staff; evaluates and reviews work for acceptability and conformance with program standards, including establishing priorities and conducting performance evaluations; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.
7. Oversees the quality of instructional programs and services by developing, reviewing, and implementing policies and procedures to meet regulatory requirements, educational standards, and District needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
8. Oversees and participates in the development and maintenance of the assigned program(s)' accreditation, including timely periodic statistical and narrative accreditation reports, records, forms, and surveys; direction and coordination of accreditation visit; and management and information updates, and reports on special projects as assigned by the Dean.
9. Plans, coordinates, and supervises programs and activities to enhance faculty and administrative understanding of education practices, curriculum standards, and instructional strategies related to assigned department programs and services.
10. Plans and coordinates the review of faculty curriculum and provides technical advice on changes and modifications to curriculum; works with faculty on curriculum development and transfer articulation proposals.
11. Directs, conducts and supports outreach and recruitment for assigned program(s); oversees the application and acceptance process of students; monitors student completion of program requirements.
12. Oversees and participate in providing academic advising to students; refer students to other resources as appropriate.
13. Supports and/or participates in the assessment of Student Learning Outcomes and/or Administrative Unit Outcomes and the collection and utilization of the assessment results to support improvements in teaching methodologies, student learning and/or program improvement.
14. Provides consultation and technical expertise to administrators, faculty, staff, students, outside agencies, and others concerning program operations and activities; provides detailed and technical information concerning programs, services, curriculum, and courses.
15. Coordinates department programs, services, and communications between administrators, faculty, staff, other departments and divisions, outside agencies, governmental agencies, students, and the public; establishes and maintains partnerships in support of department activities.
16. Oversees and participates in conducting a variety of analytical and operational studies regarding programmatic activities; prepares comprehensive technical records and reports; makes and justifies recommendations.
17. Initiates and maintains contractual agreements with agencies that support students in the assigned programs; oversees the selection of external facilities in support of student learning (e.g. clinical placements; training facilities); periodically evaluates their effectiveness.
18. Advises, provides expert guidance, and prepares and delivers presentations on issues pertaining to the assigned program(s).
19. Facilitates and participates in professional group meetings and various District committees and advisory boards; stays abreast of new trends and innovations related to the area of assignment.
20. Directs and facilitates the preparation and maintenance of a variety of records and departmental files.
21. Monitors changes in laws, regulations, and technology that may affect District or departmental operations; implements policy and procedural changes as required.
22. Responds to difficult and sensitive student and faculty inquiries and complaints and assists with resolutions and alternative recommendations.

23. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
24. Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and the supervision of staff, either directly or through subordinate levels of supervision.
- Budget development, administrative practices, and organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
- Principles, practices, procedures, and techniques involved in development, implementation, and evaluation of curriculum standards and instructional programs, student services, learning and success.
- Instructional techniques and strategies related to assigned academic programs and services.
- Technical, legal, financial, and public relations issues associated with the management of District academic program(s).
- Operations, services, and activities of the assigned program(s); principles and practices of program development and administration; methods and techniques of leadership and management;
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned programs, projects, and operations.
- Methods and techniques for the development of presentations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
- Principles and procedures of record keeping, technical report writing, and preparation of correspondence and presentations.
- Modern office practices, methods, and computer equipment and 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.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, various socio-economic and ethnic groups.

### **Ability to:**

- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program(s).
- Provide administrative and professional leadership and direction for the assigned programs and the District.
- Prepare and administer budgets; allocate limited resources in a cost-effective manner.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical personnel; delegate authority and responsibility.
- Select, train, motivate, and evaluate the work of staff and train staff in work procedures.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer a variety of departmental programs, projects, and administrative activities.
- Effectively represent the department in meetings with governmental agencies and various educational, businesses, professional, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Establish and maintain a variety of filing, record keeping, and tracking systems.

- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, ethics, and independent judgment within general policy, procedural, and legal guidelines.
- Demonstrate sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

A Master's degree in a discipline related to the area of assignment from a college or university accredited by a recognized regional accrediting agency and one-year formal training, internship, or leadership experience.

**For the Police Academy program assignment:**

- Three (3) years of increasingly responsible experience in educational programs or an educational setting including one-year formal training, internship, or leadership experience.
- Possession of a California equivalent of Advanced and Supervisory certifications issued by the Police Officer Standards and Training Board.
- Completion of a current Academy Instructor Certification Course (AICC).
- Ability to obtain a California Police Academy Director certification issued by the Police Officer Standards and Training Board within one year.
- Possession of Management certification issued by the Police Officer Standards and Training Board is desired.
- Possession of, or ability to obtain, an appropriate valid California Driver's License

**For the EMT and Paramedic program assignment:**

- Meet the minimum qualifications for a Program Director as defined in the Standards and Guidelines for the Accreditation of Educational Programs in the Emergency Medical Services Professions by the Committee on Accreditation for the EMS Professions (CoAEMSP)

**Experience:**

- Three (3) years of increasingly responsible experience in educational programs or an educational setting including one-year formal training, internship, or leadership experience. A minimum of three (3) years of academic or clinical experience in pre-hospital care education within the last five (5) years. (CA Code of Regulations §100150).

**Licenses and Certifications:**

- Licensed in the state of California as a physician, a registered nurse, or a paramedic

**For the Fire Science program assignment:**

**Experience:**

- Three (3) years of increasingly responsible experience in educational programs or an educational setting including one-year formal training, internship, or leadership experience. A minimum of 5 years of full-time paid professional fire related experience.

**Licenses and Certifications:**

- Possession of, or ability to obtain, an appropriate valid California Driver's License
- Possess or qualify for a California Fire Service Training and Master Instructors Certificate

**For the Dental Hygiene program assignment:**

**Education:**

- Possess a master's or higher degree from a college or university accredited by an agency recognized by the U.S. Department of Education or Council for Higher Education Accreditation

**Experience:**

- Documentation of two (2) years' experience teaching in pre- or post-licensure registered dental hygiene or dental programs. This requirement may be waived for an Interim Program Director; and
- Documentation of a minimum of 2,000 hours in direct patient care as a registered dental hygienist, or working with a registered dental hygienist.

**Licenses and Certifications:**

- Possess an active, current dental or dental hygiene license issued by the Committee or the Dental Board of California (DBC), with no disciplinary actions;

**For the Medical Lab Technician and Medical Assisting program assignment:**

**Education:**

- Possess a master's or higher degree from a college or university accredited by an agency recognized by the U.S. Department of Education or Council for Higher Education Accreditation

**Experience:**

- Three (3) years of increasingly responsible experience in educational programs or an educational setting including one-year formal training, internship, or leadership experience.

**Licenses and Certifications:**

- Licensed in California as a physician or surgeon, doctoral scientist, clinical laboratory bioanalyst, clinical laboratory scientist, or clinical laboratory specialist;
- Possession of ASCP-BOC or ASCPi-BOC generalist certification as a Medical Laboratory Scientist/Medical Technologist;
- Three (3) years of teaching experience;
- Knowledge of education methods and administration as well as current NAACLS accreditation procedures and certification procedures.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office and classroom setting and use standard office equipment, including a computer; to visit various District and meeting sites; 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. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

### **ENVIRONMENTAL ELEMENTS**

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

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