

**San Jose · Evergreen Community College District
Classified Job Description**

Position: Basic Needs Coordinator

Department: Student Affairs

Location: SJCC or EVC

Date: April 13, 2022

POSITION PURPOSE

Under the direction of Director of Student Development and Activities or assigned administrator, the Basic Needs Coordinator serves as a primary point of contact for students in need of food, housing, counseling services, and/or off-campus resources. This position helps ensure the provision of responsive, culturally, sensitive support services for at-risk students with immediate and definable needs such as shelter, food, financial, transportation and legal support needs. This position serves as a resource to students and employees regarding students' basic needs, and coordinates with community organizations to obtain resources for students and to promote student success, retention and completion by removing barriers to their education.

KEY DUTIES AND RESPONSIBILITIES:

1. Serve as the centralized point-of-contact to facilitate students' access to campus and community-based resources. Assist students in navigating college support services and in referring them to appropriate on- or off-campus services as needed.
2. Coordinate daily operation of the campus Basic Needs Center and collaborates with Student Affairs offices, the Foundation, and social services agencies on regular basis.
3. Respond to student or community inquiries pertaining to basic needs. Conduct individualized, solution-focused assessment and develop recommendations for student in need.
4. Research, interpret, clarify, and resolve issues related to students in need of housing, food, mental health counseling, and/or other services.
5. Coordinate college-wide food pantry efforts; coordinate staffing; provide work guidance to volunteers and student workers; order, receive, stock and distribute food items; maintain food quality controls.
6. Develop on- and off-campus partnerships, including coordination with the local homelessness response system, to ensure that students have access to community-based services.
7. Interact with donors, and coordinate food drives or fundraising campaigns as needed.
8. Develop and maintain a referral network to provide resources for students in need. Resources may include mental health care, alcohol/substance use treatment, legal assistance, etc.
9. Prepare and distribute professional correspondences to employees, students, administrators, donors, and/or community partners.
10. Maintain yearly calendar of events. Collaborate with various campus offices and community organizations to coordinate activities, workshops, and other schedules.
11. Establish and maintain records including student records; maintain complex, interrelated filing systems; maintain confidentiality of information.
12. Coordinate with the campus Financial Aid Office to ensure students are receiving proper aid available.

13. Provide guidance to students on how to receive public benefits such as CalFresh.
14. Participate in the collection of data and preparation of program reports related to activities, expenditures, and student outcomes associated with basic needs and retention.
15. Maintain in-depth knowledge of a diverse and broad range of basic needs programs, services, resources and relevant guidelines to ensure student access to services.
16. May represent the College at local agencies/organizations activities and group meetings.
17. Perform other duties reasonably related to the job classification.

EMPLOYMENT STANDARDS

Knowledge of:

1. Federal, State and local student support programs regulations and guidelines.
2. Various barriers for low-income students/families.
3. Common office productivity software and student services specific software.
4. General policies and procedures for basic needs program.
5. Public speaking principles and techniques.
6. Research methods and techniques.
7. Record-keeping techniques.
8. Principles and practices of administration, supervision and training.
9. Oral and written communication skills.

Skills and Ability to:

1. Understand and follow oral and written instructions.
2. Interpret, apply and explain policies, procedures and regulations regarding basic needs program.
3. Operate office machines including a computer and applicable software.
4. Analyze situations accurately and adopt an effective course of action.
5. Prepare and deliver oral presentations and a variety of correspondence.
6. Research, analyze and evaluate service delivery methods and techniques.
7. Train and provide direction to personnel.
8. Assign and review the work of others.
9. Communicate effectively both orally and in writing.
10. Establish and maintain cooperative and effective working relationships with and effectively serve students.

Experience and Education:

1. Associate's degree from an accredited institution.
2. Two years of increasingly responsible experience working in a student service oriented role preferably in a public setting.
3. Demonstrated sensitivity, knowledge, and understanding of the diverse academic, socioeconomic, gender identity, sexual orientation, cultural, disability, and ethnic backgrounds of the individuals we serve and sensitivity to and knowledge and understanding of groups historically underrepresented, and groups who may have experienced discrimination.

WORKING CONDITIONS

Environment:

1. Typical office environment.

Physical Demands:

1. Require sufficient ambulatory ability to move to various work locations. Require manual hand-eye-arm coordination to use a personal computer keyboard and visual media equipment. Require sufficient hearing and auditory ability to carry on conversations in one-on-one and small group settings and deliver in-service type training and presentations. Require near visual acuity to read printed materials.

Board Approved: 4/12/2022

Salary Range: 96

EEO Category: 2B3 – Technical/Paraprofessional