

**San Jose/Evergreen Community College District
Educational Management Job Description**

Position: Director, Special Programs

Department: Student Success

Location: Evergreen Valley College

Date: 2/10/2021

POSITION PURPOSE

Under general direction of Division Dean of Student Success or assigned administrator, the Director of Special Programs oversees the daily operations of CalWORKS (California Work Opportunities and Responsibility for Kids), Extended Opportunity Programs and Services (EOPS), Cooperative Agencies Resources for Education (CARE), Outreach & Advocacy Services for Immigrant Student Success (OASISS), Youth Empowerment Strategies for Success (YESS), and other programs as assigned. This position is responsible for maximizing student success through designed student support, interventions, and advisement that are responsive to the diverse student community served.

NATURE and SCOPE

The Director of Special Programs is responsible for the overall administration, evaluation, supervision and coordination of the assigned programs and services. Responsibilities include ensuring requisite services, student success interventions, program intake and orientation, peer mentoring, program-specific instruction, counseling, eligibility, outreach, cultural awareness, retention, transfer assistance, and on-going program maintenance. The Director works directly with faculty, management, and staff to identify program needs, and to plan, organize and set priorities for resources needed. The position provides program analysis and participates in strategic short- and long-range planning for the services provided to student we serve. This position assists with marketing and college branding strategies, retention activities and other duties assigned when necessary.

KEY DUTIES and RESPONSIBILITIES

1. Direct, implement, evaluate, and ensure compliance of assigned special support programs within fiscal and educational standards set by Title V of the California Education Code, district policies and other relevant state and county regulations.
2. Provide timely and accurate preparation, submission and administration of all grant reports consistent with the requirements of State Chancellors Office, County of Santa Clara, other funders, and district policies.
3. Facilitate communications about departmental activities, events, deadlines, and timelines with the general public and the college community. Seek additional and alternative funding for the programs and activities.
4. Collaborate with Marketing and/or Outreach on recruitment activities and public relations for the special programs. Work with related personnel to encourage student recruitment, retention, and student success.
5. Ensure the validity of student eligibility for assigned programs in accordance with designated requirements, supervise the awarding process of program grants, allowances, vouchers, incentives or required supplies.
6. Provide oversight and leadership of Advisory committees with appropriate membership from community agencies, business, high schools and colleges.

7. Provide the annual and long-term tactical vision and direction for programs including strategic goals and objectives, performance metrics, staffing recommendations, facilities, and capital outlay needs.
8. Work collaboratively campus-wide to provide resources to meet students' needs, remove barriers, support special services and programs to ensure student success. Develop and direct strategic interventions for new and continuing students in struggling to succeed.
9. Create job opportunities for students. Initiate and coordinate job readiness workshops and enrichment activities to provide college-wide support for students.
10. Work closely with the County of Santa Clara Employment Services Initiative (ESI) Department to ensure compliance with State, Federal TANF (Temporary Aid to Needy Families) regulations, and County of Santa Clara requirements. Regularly contact County workers to ensure information and services to CalWorks students and attend required County meetings.
11. Participate in workshops, meetings and conferences at the district, local, regional and state levels as appropriate to the assigned areas of responsibility. Maintain and grow relationships with community agencies, businesses, and area colleges to ensure growth of assigned programs.
12. Address program related concerns or complaints from student and staff; resolve conflicts regarding student eligibility, acceptance, and utilizations of programs.
13. Conduct and review exit processes for student who are no longer eligible for services.
14. Oversee and ensure the accuracy of MIS and other State reporting including year-end summaries and accomplishments related to assigned programs.
15. Supervise and evaluate the performance of assigned staff; interview and participate in selecting employees; orient, train, counsel, and discipline personnel according to established policies and procedures.
16. Manage and administer budgets for assigned programs. Maintain accounting for funding of assigned programs; oversee preparation of state reports and ensure timely and accurate submission and compliance.
17. Perform other related duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

1. State regulations and guidelines governing community colleges and CalWORKS/EOPS/CARE/YESS programs, including Title V, CalWORKS/EOPS implementing guidelines and auditing guidelines.
2. Federal and state regulations for students who are undocumented or mixed status, including high impact strategies for implementing effective student support.
3. Student services programs and strategies to promote retention and student success.
4. Learning theory and student characteristic including issues of cognitive and cultural diversity.
5. Interpersonal skills using tact, patience and courtesy.

6. Local public and private community agencies that serve low income and ethnically diverse populations.
7. Planning, budgeting, and staffing.
8. Principles and practices of supervision and training.
9. Student recruitment, retention, and orientation programs that serve traditionally underrepresented students and educationally under prepared student with language and economic disadvantages.

Skills and Abilities to:

1. Train, supervise, and evaluate staff in the area assignments.
2. Work in cooperation with various campus departments and program in instruction, student services and business services.
3. Organize program that promote academic success for students from all cultures.
4. Establish and maintain cooperative and effective working relationship with others.
5. Meet schedules and timelines.
6. Provide cross-cultural counseling to students from the diverse ethnic, language, and socio economic groups.
7. Work effectively with multiple funders, grant reports, requirements, and timelines.
8. Communicate effectively both orally and in writing, including complex proposals and presentations.
9. Conduct and facilitate meetings effectively.

Education and Experience:

1. Master's degree from an accredited college/university, preferable in Counseling, Guidance, Student Affairs or Educational Psychology.
2. One year of formal training, internship, or leadership experience reasonably related to the administrator's administrative assignment.
3. EOPS State Mandated Qualifications, must have, within the last four years, two years of full-time experience or the equivalent:
 - (1) in the management or administration of educational programs, community organizations, government programs, or private industry in which the applicant dealt predominantly with ethnic minorities or persons handicapped by language, social or economic disadvantages; OR
 - (2) as a community college EOPS counselor or EOPS instructor, or have comparable experience in working with disadvantaged clientele.
4. Completion a minimum of six units of college-level course work predominately relating to ethnic minorities or persons handicapped by educational, language, or social disadvantages.
5. Demonstrated sensitivity, knowledge, and understanding of the diverse academic, socioeconomic, gender identity, sexual orientation, cultural, disability, and ethnic backgrounds of

the students we serve and sensitivity to and knowledge and understanding of groups historically underrepresented, and groups who may have experienced discrimination.

Working Conditions:

1. Typical office environment.

Board Approved: 2/9/2021

Salary Range: M-26

EEO Category: 2B1 - Executive/Administrative/Managerial