

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

Position: Director, Special Programs

Department: Student Services

POSITION PURPOSE

Under general direction, the Director of Special Programs plans, organizes, directs and integrates operations of California Work Opportunities and Responsibility for Kids (CalWORKs), Extended Opportunity Programs and Services (EOPS), Cooperative Agencies Resources for Education (CARE), Outreach & Advocacy Services for Immigrant Student Success (OASISS), and Youth Empowerment Strategies for Success (YESS) programs; provides leadership and operational direction to guide and facilitate innovative reforms for the integrated student special programs and services through student support, interventions, and counseling in response to the needs of a diverse student community; oversees the requisite services, student success interventions, program intake and orientation, peer mentoring, program-specific instruction, counseling, eligibility, outreach, cultural awareness, retention, transfer assistance, and ongoing program upkeep; ensures program effectiveness based on internal and external evaluations in coordination with stakeholders and makes recommendations for changes in policies and guidelines; develops and monitors assigned budgets, supervises staff in providing an inclusive environment to maximize program impact, equitable outcomes and overall student success; performs other duties as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below exemplify the work of the classification and assigned duties may include work that is similar, related or a logical assignment to this class.

1. Plans, directs, controls, integrates and evaluates the work of the Special Programs and services including California Work Opportunities and Responsibility for Kids (CalWORKs), Extended Opportunity Programs and Services (EOPS), Cooperative Agencies Resources for Education (CARE), Outreach & Advocacy Services for Immigrant Student Success (OASISS); Foster Youth Programs and Services (YESS and NextUp) that provide supportive and equitable services to recruit, retain and enhance student success, retention and transfer rate within the fiscal and educational standards set by Title V of the California Education Code, District policies and other relevant state and county regulations.
2. Directs, integrates and evaluates program objectives and activities; collaborates directly with faculty, management, and staff to identify and certify eligible students and program needs, and to plan, organize and set priorities, remove barriers, and allocate resources for supporting special services and programs; develops, implements and monitors programs; directs, plans, assigns, and strategizes with program faculty/staff to develop effective methodologies that ensure maximum engagement, culturally responsive, trauma-informed practices and effective use of resources.
3. Interprets, articulates, implements and monitors compliance with federal and state requirements, Board and Administrative Policies, applicable human resources procedures, applicable laws and business services processes; implements and monitors educational standards set by Title V of the California Education Code and other relevant District, county and state regulations.
4. Establishes, implements and maintains the annual and long-term vision/direction for programs including strategic goals and objectives, performance metrics, staffing recommendations, facilities, and capital expenditure needs to serve specifically identified populations of historically underrepresented students; amends and revises policies and procedures to meet equity-mindedness and ongoing compliance with Title 5 and other applicable regulations.
5. Participates in developing and administering the department budget; provides timely and accurate preparation, submission and administration of all grant reports consistent with the requirements of

State Chancellor's Office, County of Santa Clara, other funding sources, and District policies; maintains accounting of funds for assigned programs; oversees preparation of state reports and ensures timely and accurate submission and compliance; approves all expenditures and spends funds in accordance with terms of grant award; seeks additional/alternative financial services to support programs and activities.

6. Develops and continuously improves programs, communications, and services in response to the changing needs of students; supports marketing and public information functions for the promotion of culturally supportive services.
7. Directs and manages the work assignments and performance of assigned faculty counselors, staff, student workers and volunteers; interviews and participates in selecting employees; trains, counsels, and disciplines staff according to established policies and procedures; evaluates staff and provides performance recommendations and mentoring; coordinates staff coverage to meet program standards.
8. Collaborates with various departments including Marketing and Outreach on recruitment activities and public relations for the assigned programs; develops and directs student recruitment and retention including interventions for new and continuing students facing academic challenges; initiates and coordinates job readiness workshops and enrichment activities for students.
9. Collaborates with the county's Employment Services Initiative Department to ensure compliance with state and federal regulations, and county requirements; regularly communicates with county workers for latest information and available services to CalWORKs students, and attends required county meetings.
10. Attends and participates in District, local, regional and state workshops, meetings and conferences; maintains relationships with community agencies, businesses and area colleges to strengthen program support and enhance program visibility.
11. Addresses program-related concerns or complaints from students and staff; resolves conflicts regarding student eligibility, acceptance, and utilization of programs; conducts and reviews student exit processes from programs.
12. Directs, plans, and oversees state reporting including year-end summaries, service area outcomes and the accuracy of data; develops and administers program guidelines, internal program reviews and auditing processes.
13. Makes presentations to the Board of Trustees and to other Board-level groups.
14. Leads and serves on committees and represents the District/College at local, regional, state and national conferences, meetings, workshops and training seminars; provides oversight and leadership to advisory committees with representation from community agencies, businesses, high schools and colleges; facilitates communications regarding departmental activities, events, deadlines, and timelines with the public and the college community.
15. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Guidelines and regulations governing CalWORKs, EOPS, CARE, YESS, OASISS programs.
2. Federal, state and other applicable laws and regulations and District policies and procedures governing community colleges including applicable sections of the California Education Code, Title 5, Family Educational Rights and Privacy Act (FERPA).
3. High-impact strategies and service initiatives to promote retention and student success.

4. Methods to successfully support the educational needs of individuals with varying backgrounds, challenges, gender identities, sexual orientations, and backgrounds from historically under-represented communities.
5. Database management, student information systems, statistical data interpretation and the application of information technology to success, retention and completion programs.
6. Student recruitment, retention, and orientation programs that address traditionally underrepresented students and educationally under-prepared students with language and economic disadvantages.
7. Learning theory and student characteristics including issues of cognitive and cultural diversity.
8. Local public and private community agencies that serve low income and ethnically diverse populations.
9. Program accounting/budgeting methods and audit procedures.
10. Theories and techniques of negotiation, mediation and conflict resolution.
11. Principles and practices of effective management and supervision.
12. Principles and practices of strategic planning.
13. Principles and practices of organizational improvement and culture change.
14. Board Policies, Administrative Regulations, Accrediting Commission for Community & Junior Colleges Standards, Human Resources procedures and collective bargaining agreements.

Skills and Abilities to:

1. Plan, organize, direct and evaluate the processes and activities of assigned programs.
2. Present solutions to management with confidence and effectiveness.
3. Cooperate with various campus departments in instruction, student services and business services.
4. Organize programs that promote academic success for students from all cultures.
5. Provide cross-cultural counseling to students from diverse ethnic, language, and socio economic groups.
6. Develop and implement comprehensive solutions involving a diverse body of stakeholders.
7. Recommend and implement goals, objectives, policies, and procedures for providing student success and retention services that are responsive to the population.
8. Apply an equity-minded approach and ensure all programs' services/processes are designed and delivered to meet the varying needs of all students.
9. Direct, schedule, coordinate and evaluate the work of assigned employees.
10. Build and foster knowledgeable, cohesive and effective work teams.
11. Establish and maintain cooperative and effective working relationships with others.
12. Operate a computer, assigned office equipment and standard business applications.

Education and Experience:

1. A master's degree from an accredited institution, preferably in Counseling, Guidance, Student Affairs or Educational Psychology.
2. EOPS State Mandated Qualifications:

- a) Management or administration in educational programs, community organizations, government programs, or private industry that dealt predominantly with ethnic minorities or individuals limited by language, social or economic disadvantages;

OR

- b) Two years of service as a community college EOPS counselor or EOPS instructor or have comparable experience working with disadvantaged clients.
- 3. Five years of administrative experience providing specialized services to disproportionately affected students, including two at a supervisory or manager level.
 - 4. 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.

Desirable Qualifications:

Experience working as an administrator at a higher education institution.

WORKING ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential duties of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work under typical office conditions, subject to frequent interruption and to intermittent exposure to individuals acting in a disagreeable fashion. The employee may be required to travel to locations other than the assigned work site, and occasional evenings, holiday and/or weekend work may be required.

Physical Demands:

While performing the duties of this class, employees are primarily in a stationary position and are required to move about the office to access office machinery, files etc.; perform constant operation of a computer and other communication and office equipment; observe details at close range; and move or lift up to 10 pounds.

Mental Demands:

While performing the duties of this class, employees are regularly required to accurately communicate information and other ideas so that others will understand using written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret situations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks; work with frequent interruptions; work independently and under intensive deadlines; and interact with District managers, staff, the public and others encountered in the course of work.

Board Approved: 12/9/2025

Salary Range: M-26

EEO Category: 2B1- Executive/Administrative/Managerial