

CHABOT-LAS POSITAS COMMUNITY COLLEGE DISTRICT

STUDENT RESOURCES PROGRAM MANAGER

CLASSIFIED MANAGEMENT CLASS SPECIFICATION

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under the direction of the Vice President, Student Services or designee, the Student Resources Program Manager performs a full range of programmatic and technical duties in support of the student basic needs program, coordinates assigned functions, activities, and services of the basic needs program area including to oversee and participate in providing students, staff, and others with specialized information, case management services, training, and assistance related to students' basic needs including food, housing, health, advising services, and/or off campus resources; coordinates with campus and community organizations to obtain resources for students and to promote student success, retention, and completion by removing barriers to their education; and program support and clerical assistance duties in support of the basic needs program area.

MANAGEMENT RESPONSIBILITY

The Student Resources Program Manager is responsible for developing and implementing a comprehensive model to address housing and food insecurity, financial literacy and management, public health, college supports and services.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Coordinate and provide programmatic leadership to all the basic needs services in compliance with federal, state, district, and other applicable regulations, codes, procedures, and policies;
2. Coordinate the market and food pantry services including, supervising students, coordinating staffing, ordering food, and maintaining quality controls;
3. Identify, develop, support and link students to on- and off-campus housing, mental health and other basic needs services and resources;
4. Ensure students receive support in accessing CalFRESH, Medi-Cal, and other public benefits for which they are eligible;
5. Coordinate with the campus financial aid office to ensure students are receiving the maximum aid available and provide leadership for financial literacy programming;
6. Develop on- and off-campus partnerships, including coordination with the local homelessness response system and other agencies to ensure students have access to community-based services;
7. Exchange information with students, staff, other educational institutions, community and business representatives, vendors, governmental agencies, and the public regarding basic needs services, eligibility requirements, policies, timelines, required forms and other information;
8. Develop specific safety protocols within guidance from District, County, and State for all student basic needs/food pantry from Alameda County Public Health Department (ACPHD);

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9. Travel to various off-site locations to confer with community service organizations, governmental agencies, businesses, and other entities, and to recruit students and partners;
10. Deliver presentations to small and large groups as a program and college representative;
11. Provide administrative support to the Vice President or designee concerning recruitment, professional development, and performance evaluations of staff.

MINIMUM QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

1. Applicable and available community, business, governmental and educational resources including public benefits and financial resources;
2. Research techniques and case management approach to holistic services.

Ability to:

1. Understand the needs of and have experience working and connection with students who are underserved in higher education;
2. Work effectively with diverse populations of students, faculty, staff, and community partners;
3. Work with committees and to plan trainings;
4. Multi-task in fast-paced diverse setting;
5. Work with faculty, students, staff, academic community and the public with tact, discretion, and courtesy;
6. Work effectively as part of a customer-service team.

Skill in:

1. Written and oral communication, including public speaking;
2. Short- and long-range program and event planning, program and event implementation, coordination, and evaluation;
3. Interviewing, assessment, and evaluation;
4. Establishing and maintaining effective and efficient working relationships;
5. Use of the Microsoft Office Suite and web-based content management systems.

MINIMUM EDUCATION & EXPERIENCE

Any combination of the following would provide a typical way to obtain the required knowledge and abilities.

Education: Bachelor's Degree in any field from an accredited institution of higher education.

Experience: Two years of experience preferably in an institution of higher education with providing basic needs to students or the community, and may include program management of a basic need's operation. OR equivalent combination of education and experience, which indicates possession of knowledge and skills required.

License or Certificate:

- Valid California driver's license and a safe driving record to drive a District or personal vehicle
- Ability to obtain a food handling license

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting, including work outside in market/food pantry settings. Some evening, weekend, and travel maybe required.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

NOTE: This administrative class specification is not necessarily all-inclusive in terms of duties and responsibilities.

APPOINTMENT

The Student Resources Program Manager shall be elected by the Governing Board upon the nomination of the College President and the District Chancellor.