

**DIRECTOR, EOPS/CARE, CALWORKS,
AND NEXTUP/GUARDIAN SCHOLARS**

DEFINITION

Under administrative direction, plans, organizes, manages, and provides administrative direction and oversight for all functions and activities of the Extended Opportunity Programs & Services (EOPS)/Cooperative Agencies Resource (CARE) programs, California Work Opportunity and Responsibility to Kids (CalWORKs), and NextUp/Guardian Scholars programs including counseling, educational peer advising, financial aid, program application, direct aid, and book services; coordinates and directs communications, services, resources, and information to meet student needs and ensure smooth and efficient department activities; coordinates assigned activities with other College divisions and departments, officials, and outside agencies; provides highly responsible and complex professional assistance in areas of expertise to the Division of Student Services.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the assigned managerial personnel. Exercises general direction and supervision over professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is a management classification that oversees, directs, and participates in all activities of the EOPS/CARE, CalWORKs and NextUp/Guardian Scholars programs, including planning and development and administration of departmental policies, procedures, and services. This class provides assistance in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of education policy and College functions and activities and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the department with those of other divisions and departments and outside agencies, and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and for furthering College goals and objectives within general policy guidelines.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Manages and oversees EOPS/CARE and CalWORKs and NextUp/Guardian Scholars programs, services, and activities, including recruitment and outreach, orientation, assessment, counseling and advisement, financial aid, special workshops, transfer assistance, educational plans, grants, book vouchers, supplies, priority registration, letters of recommendation, scholarships, legal assistance, case management, political activities, award ceremonies, and basic needs resources and referrals.

2. Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the department; establishes, within College policy, appropriate budget, service, and staffing levels.
3. Manages and participates in the development and administration of the department's and programmatic budgets and related grants; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.
4. Selects, trains, motivates, and directs department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.
5. Contributes to the overall quality of the department's service by developing, reviewing, and implementing systems, standards, programs, policies, and procedures to meet Title 5 requirements and College 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.
6. Collaborates with College personnel and administrators in the development and implementation of a networked system of support and services for EOPS/CARE, CalWORKs, and NextUp/Guardian Scholars services for educational effectiveness and operational efficiency; ensures the enhancement of student access to these services, including coordinating and directing the intake, eligibility, and student application functions.
7. Researches and applies for other funding sources; develops Student Learning Outcomes (SLOs) and reports results for each project; coordinates activities in compliance with Career Technical Education (CTE); evaluates each project annually by gathering data and reporting results to each funding source; and produces annual proposals for continued funding.
8. Plans and oversees a variety of student activities and events; establishes and maintains relationships with various on-campus student groups.
9. Directs and participates in the preparation and maintenance of a variety of narrative and statistical reports, records, and files related to departmental services, students, projects, programs, personnel, financial activities, and assigned duties; ensures mandated reports are submitted to appropriated governmental agencies according to established timelines.
10. Maintains and directs the maintenance of working and official departmental files.
11. Monitors changes in laws, regulations, and technology that may affect College or departmental operations; implements policy and procedural changes as required.
12. Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned.
13. Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
14. Establishes, implements, and fosters an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).

15. Oversees, leads, and provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
16. Utilizes critical thinking, sound decision-making, and problem-solving skills with tact, confidence, and diplomacy.
17. Implements, enforces, supports, and abides by federal, state, and local policies and Board Policies and Administrative Procedures.
18. Participates in and supports employee participation on committees, task forces, and special assignments, including, but not limited to, Screening and Selection Committees, mandated trainings, and DEISAA related trainings as required.
19. Prepares and delivers DEISAA-minded presentations related to assigned areas as required.
20. Performs other related duties as assigned consistent with the scope of the position

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
3. Principles, practices, theories, and methods of planning, organizing, and directing EOPS/CARE, CalWORKs, and NextUp/Guardian Scholars programs, services, operations, and activities.
4. Budget development, administrative principles and practices, and organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
5. Technical practices, procedures, and techniques involved in the processing and verification of EOPS/CARE, CalWORKs, and NextUp/Guardian Scholars student applications and determination of student eligibility.
6. Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
7. Methods and techniques for the development of presentations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
8. Principles and procedures of record keeping, technical report writing, and preparation of correspondence and presentations.
9. Modern office practices, methods, and computer equipment and applications related to the scope of responsibility.
10. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
11. Techniques for providing a high level of customer service by effectively interacting with the public, vendors, students, and College staff, including individuals of various ages, disabilities, socio-economic levels and ethnic groups.

Skills & Abilities to:

1. Oversee and address gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in recruitment and retention of faculty, management, and staff.
2. Implement, advocate for, and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
3. Develop and implement resources and strategies towards the goal of being diverse, equitable, inclusive, socially just, anti-racist, and accessible in academic and work environments.
4. Exercise critical thinking and sound decision-making through observing, analyzing, inferring, communicating, and problem-solving in challenging situations with ethics, tact, confidence, and diplomacy.
5. Prepare and administer large and complex budgets; allocate limited resources in a cost-effective manner.
6. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
7. Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
8. Effectively administer a variety of EOPS/CARE, CalWORKs, and NextUp/Guardian Scholars-related programs, services, and activities.
9. Effectively represent the College and the department in meetings with various educational, business, professional, regulatory, and legislative organizations.
10. Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
11. Communicate effectively through various modalities.
12. Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
13. Establish and maintain a variety of filing, record-keeping, and tracking systems.
14. 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.
15. Learn and apply emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
16. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures; understands scope of authority in making independent decisions.
17. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

1. Possession of a master's degree; and
2. One year of formal training, internship, or leadership experience reasonably related to the administrator's administrative assignment. OR
 1. Possess a Community College Supervisor Credential; and
 2. Within the last four years, two years of experience or the equivalent:

- a. 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
- b. As a community college EOPS counselor or EOPS instructor, or have comparable experience in working with disadvantaged clientele.

AND

3. Completed a minimum of six units of college-level coursework predominantly relating to ethnic minorities or persons handicapped by educational, language, or social disadvantages.

Desirable Qualifications:

1. Experience serving as a supervisor, assistant director, or director level in a EOPS/CARE, TRiO, or equivalent student equity program.
2. Proven track record of implementing or overseeing programs or policies relating to diversity, equity, inclusion, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR
3. Proven track record of participating in programs relating to diversity, equity, inclusion, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).

Licenses and Certifications:

Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various College 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, typewriter 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. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

Incumbents interact with staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.

Amended: 5/2023