

## *Barstow Community College District*

### **JOB DESCRIPTION**

#### **POSITION: DIRECTOR, BASIC NEEDS CENTER (CATEGORICALLY FUNDED)**

#### **BASIC FUNCTIONS**

Under the direction of the Vice President of Student Services or appropriate designee, the Director for the Basic Needs Center provides leadership in the planning, development, implementation, supervision, budget, quality control, day-to-day operations of the Basic Needs Center, and all related activities. This position participates in the performance of a system of service delivery that is responsive to California Community College, local, state, and federal initiatives aimed at removing barriers and improving student access and success; supports the targeted populations by linking them to support programs, public resources, community organizations and regional support services for basic needs.

#### **REPRESENTATIVE DUTIES**

The duties listed below are only intended as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to this class.

- Oversees the development of resources, programs, events, and services to support students' basic needs and overall wellness, including housing, food, clothing, feminine hygiene, diapers, homelessness and housing displacement, childcare, emergency funding, transportation, psychosocial needs, legal aid, financial literacy, technology, and employment; establishes local and regional collaborative relationships and partnerships with business entities, community organizations and non-profits, and local educational agencies about student basic needs; implements and ensures that all grant and partnership agreement rules, contract language, and outcomes are met.
- Plans, organizes, and coordinates the activities and services of the basic needs center on and off campus; coordinates with other district student support and departments and program areas to connect at-risk and in-need students to available services; ensure activities and operations comply with basic needs program requirements.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the basic needs program areas; works with leadership and across departments to research, implement, and administer policies, procedures, and adaptive business practices and processes; develops and maintains handbooks, forms, and related policies and procedures for program clients and client-support staff.
- Monitors the program budgets and expenditures; makes recommendations regarding allocation of resources and expenditure of funds; ensures that fund spending and purchases are consistent with state and grant stipulations, community partnership agreements, college and District policies, and applicable guidelines.

- Selects, trains, supervises, and evaluates the performance of assigned staff, students, and volunteers, including setting goals and priorities and providing guidance.
- Leads college-wide food pantry efforts by coordinating ordering, picking up, receiving, and stocking food items; maintains food quality controls; provides clients and client support staff with emergency or supplemental food resources outside of food pantry hours.
- Plans, organizes, schedules, and conducts orientations, workshops, seminars, class presentations, meetings, and other activities related to the basic needs program areas; plans joint events and participates in planning and implementation meetings with other college and District departments and programs, and business and community representatives; arranges and confirms speakers; reserves facilities and make other necessary arrangements.
- Maintains a directory of crisis and long-term support services for staff and students to reference, including mental and/or physical health services on and off campus, emergency or long-term housing solutions, financial assistance, and related resources offered by community organizations, county/city agencies, and the District.
- Serves as a representative on various committees and other basic needs-related projects associated with the program; identifies and expands on existing partnerships between departments, colleges, and organizations; ensures students receive support in accessing public benefits based on eligibility.
- Provides training, information, assistance, referrals, and case management services regarding the basic needs program area to students, staff, and the general public; interprets and explains program applications, policies, procedures, requirements, and restrictions; develops promotional and informational materials for distribution on and off campus.
- Collects, compiles, tabulates, and records narrative, statistical, and financial data and other information; compiles information from various sources and prepares appropriate forms, schedules, and reports; utilizes reports, outcomes, and generated data to identify service gaps and works with applicable internal and external partners bridge gaps between student needs and available resources.
- Establishes and maintains program records, including student records; develops systems and procedures to ensure the appropriate maintenance of complex, interrelated files containing confidential student information.
- Develop and implement methods to identify and serve prospective and current students who meet project guidelines, assessing their needs and providing programming to address them.
- Provide outreach to prospective and current students, including nontraditional students, who can benefit from the basic needs' operations of the district.

- Participates in developing strategic plans for the program by coordinating with other departments and divisions to create academic and life skills preparation, tutorial, and wraparound support services to promote success for eligible students.
- Develop and sustain relationships with municipal and county human services programs; develop and maintain a database of referral resources for social service agencies within the local community; facilitate relationships with campus agencies and resources to connect students to long-term support.
- Perform other related duties as required.

## QUALIFICATIONS

### **Knowledge of and Ability to:**

- Understand, interpret, and apply California Education Code, Family Educational Rights and Privacy Act (FERPA), Title 5, Chancellor's Office administrative procedures, federal/state/local laws, regulations, and other legal parameters affecting the policies and practices of the student services and equity of the district. Knowledge and experience in student services policies, procedures, and practices in higher and K-12 education.
- Community organizing and support building; develops and coordinates program activities such as workshops; creates partnerships with community organizations, conducts presentations and outreach activities to community organizations and throughout the community college's service area.
- Communicate in a friendly and helpful manner to students in distress and in need of assistance; Psychosocial issues affecting student success in higher education; Develop policies, procedures, and guidelines for students; trauma-informed practices to support student success.
- Demonstrated knowledge of and implementation of diversity, equity, inclusion, and antiracism efforts in an educational setting. Demonstrated sensitivity to, respect for, and understanding of the needs of economically and educationally disadvantaged populations is required. Effectively communicate, orally and in writing, with a diverse student population and college community;
- Screening and interviewing techniques to determine program eligibility for students from diverse ethnic and socioeconomic backgrounds. Understand student needs and make appropriate and timely referrals.
- Present, outreach, and attend community organizations, students, private partners, and related groups concerning the basic needs program.
- Utilize and leverage technology to communicate with students.
- Basic supervisory or leadership principles. Maintain program budget and expenditure oversight.

- Establish and maintain effective relationships with students, faculty, staff, the public, and the community.

## **EDUCATION AND EXPERIENCE**

- Possession of a Bachelor's Degree from an accredited college/university in social work, sociology, education, or related field, AND;
- Minimum of three (3) years of progressively responsible experience working in a community agency, community college, or other public educational setting addressing basic needs and coordinating resources, OR;
- Minimum of three (3) years of experience developing, implementing, and leading a program for vulnerable populations. Six months of lead or supervisory experience is required.
- Licenses/Certifications: Possession of a valid driver's license and must have, and be able to maintain, a driving record acceptable to the district's insurance carrier

## **WORKING ENVIRONMENT**

### **Environment:**

Office environment, subject to interruptions; travel to off-campus locations.

### **Abilities:**

Dexterity of hands and fingers to operate a computer terminal; hearing and speaking to exchange information and make presentations; sitting for extended periods of time.

## **CONDITIONS OF EMPLOYMENT**

This is a full-time, 12-month, classified management position (categorically funded) which reports to the Vice President of Student Services. Salary is indexed to placement on the Management and Confidential Salary Schedule at Range 15. This position is subject to evening hours and weekends.

Board approved: 10/18/2023