COORDINATOR, CARE PROGRAM

DEFINITION

Under general supervision, plans, organizes, coordinates, and provides direction and oversight of assigned projects and/or programs; provides routine administrative and operational support for assigned projects and/or programs; plans and coordinates education and outreach efforts; evaluates program effectiveness and makes recommendations for operational, policy, and procedural improvements; develops, summarizes, and maintains program records and reports; and fosters cooperative working relationships with students, staff, and faculty.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory and managerial staff. May exercise technical and functional direction over and provide training to student workers.

CLASS CHARACTERISTICS

This is a coordinator classification responsible for planning, organizing, and coordinating assigned programs, projects, services, and/or activities. Incumbents at this level are required to be fully trained in all procedures related to the CARE program; also known as Cooperative Agencies Resources for Education, is a state funded program designed to recruit and assist single parents who are heads of household with children 13 years old and under and who are CalWORKs recipients attending community college. CARE students receive additional support through counseling, tutoring, assistance with books and supplies, grants, and other services designed to help students complete their educational goals; working with a high degree of independent judgment, tact, and initiative. The work has technical and programmatic aspects requiring the interpretation and application of policies, procedures, and regulations. Successful performance of the work requires the knowledge of program/project and District activities, and extensive student, faculty, and staff contact. This class is distinguished from the Director, EOPS/CARE in that the latter has overall responsibility for EOPS/CARE programs, functions, and activities.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Reports Management Information System (MIS) and fiscal data for the CARE Program to the State Chancellor's office.
2. Organizes, participates, and serves on the CARE Advisory Committee and attends regional and state-wide CARE meetings and trainings.
3. Verifies student eligibility, monitors student needs and progress, and monitors and oversees CARE funds and expenditures, childcare allowances, grants, transportation, books, recruitment, and other support services.
4. Performs a variety of specialized duties in support of CARE programs, services, and activities including recruitment, outreach, and student support services to enhance College enrollment and retention of single parents receiving CalWORKs/TANF assistance.

5. Provides CARE support services to meet student needs; confers with students concerning interests, goals, objectives, and academic concerns and refers students to appropriate counselor, educational or vocational programs and services.
6. Distributes, collects, and assists students with completing enrollment forms and applications for CARE services; processes forms and applications and reviews criteria for eligibility for students in CARE programs; assists students with enrolling at the College as needed.
7. Establishes and maintains contact with community service agencies and department of social services in promotion of the College and CARE programs and services; develops, prepares, and distributes recruitment, outreach, and informational materials and documents to promote the College and CARE programs and services.
8. Assists in developing the CARE budget including monitoring expenditures and ordering supplies, materials, and equipment.
9. Assists in the planning, development, and implementation of programs and services; monitors and adjusts programs and services for educational effectiveness as directed; enters and maintains EOPS/CARE data on the EOPS database, and views Financial Aid data.
10. Compiles information and prepares and maintains a variety of records, reports, and case files related to outreach, recruitment, contacts, students, and assigned activities.
11. Communicates with College personnel, outside agencies and the public to exchange information and facilitate college and program enrollment and retention for CARE students.
12. Assists in developing and implementing strategies and activities to enhance the enrollment of single parents returning to school.
13. Attends and participates in various meetings as assigned.
14. Plans and coordinates assigned programs, projects, services, and/or activities; establishes schedules and methods for providing program, projects, services, and/or activities; recommends improvements or modifications; assists in developing and implementing procedures and policies.
15. Provides training, orientation, and guidance to assigned staff; prepares weekly and daily schedules; reviews and controls quality of work; assists in the recruitment and selection of staff and provides recommendations.
16. Participates in developing goals, objectives, policies, procedures, and work standards for assigned programs and/or projects.
17. Plans, coordinates, and implements various events, workshops, and outreach and recruitment activities.
18. Coordinates assigned programs and/or projects, including identifying stakeholders, conducting needs assessments, gathering data and information, and implementing changes and/or updates; provides on-going support to ensure program and/or project success.
19. Administers evaluation and assessment tools; provides input and documentation for program and/or project evaluations and assessments.
20. Markets programs, projects, services, activities, and events through various communication venues and social media; assists in developing flyers, brochures, and other marketing materials.
21. Coordinates with other departments and divisions to ensure effective and efficient operations, technology, and services of assigned programs and/or projects.

22. Researches, compiles, and organizes information and data on topics related to assigned programs and/or projects; prepares and assembles reports and other informational materials.
23. Serves as a liaison and contact person to students, staff, and faculty; provides consultative services and advice on assigned programs and/or projects; provides requested data, answers questions, and refers inquiries to the appropriate resource within or outside the District; receives and responds to complaints and questions relating to assigned area of responsibility; reviews problems and recommends corrective actions.
24. Provides administrative assistance and operational support to assigned programs and/or projects; composes, types, edits, and proofreads a variety of documents, including forms, memos, reports, and correspondence.
25. Maintains and updates various databases and filing and record-keeping systems for assigned programs and/or projects.
26. Learns and applies emerging technologies as necessary to perform duties in an efficient, organized, and timely manner.
27. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
28. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
29. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
30. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
31. Prepares and delivers oral presentations related to assigned areas as required.
32. Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Standards, practices, goals, objectives, and procedures of college recruitment, vocational, degree, transfer, and outreach services.
3. General practices, procedures, standards, requirements, and techniques involved in college admissions and enrollment.
4. Diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of students.
5. Policies and objectives of the EOPS/CARE programs and activities.
6. Basic principles and practices of providing technical and functional direction and training to assigned staff.
7. Principles, practices, and service delivery needs related to the CARE program.
8. Procedures for planning, implementing, and maintaining the CARE programs and/or projects.
9. Research and reporting methods, techniques, and procedures.
10. Principles and practices of data collection and report preparation.

11. Basic principles and practices of budget administration and accountability.
12. Applicable federal, state, local, and District policies, codes, regulations, technical processes, and procedures related to the program to which assigned, i.e. EOPS/CARE and Title V regulations and CalWORKs state and county regulations.
13. Modern office practices, methods, and computer equipment and applications, including word processing, database, and spreadsheet applications.
14. Record keeping policies and procedures according to Chancellor's Office guidelines.
15. Principles, practices, and techniques of effectively dealing with the public and basic public relations.
16. Principles of training and providing work direction.
17. Basic public relations techniques.
18. English usage, spelling, vocabulary, grammar, and punctuation.
19. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, disabilities, various socio-economic and ethnic groups.

Skills & Abilities to:

1. 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.
2. Participate in addressing gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of staff.
3. Participate in providing resources and support towards the goal of a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
4. Plan, schedule, assign, and oversee activities of assigned personnel.
5. Inspect the work of others and maintain established quality control standards.
6. Train others in proper and safe work procedures.
7. Identify and implement effective course of action to complete assigned work.
8. Oversee and coordinate the CARE program and/or project operations, services, and activities.
9. Participate in the development of goals, objectives, policies, procedures, and work standards for assigned programs and/or projects.
10. Conduct research and analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
11. Perform a variety of specialized duties in support of CARE programs, services, and activities including recruitment, outreach, vocational, and student support functions.
12. Confer with students concerning interests, goals, objectives, academic planning, and refer students to appropriate counselor and educational or vocational programs and services.
13. Distribute, collect, and assist the public with completing enrollment forms and applications.
14. Process forms and applications used to determine eligibility of students for CARE programs.
15. Develop, prepare, and distribute recruitment, outreach, and informational materials and documents to promote the College to specialized groups.
16. Work independently with little direction,

17. Operate a computer and assigned software.
18. Meet schedules and timelines.
19. Make public presentations regarding the College and EOPS/CARE programs and services.
20. Make accurate mathematical, financial, and statistical computations.
21. Prepare clear and concise reports, correspondence, procedures, and other written materials.
22. Interpret, apply, and explain applicable District policies, rules, and regulations related to areas of responsibility.
23. Establish and maintain a variety of filing, record keeping, and tracking systems.
24. Operate modern office equipment including computer equipment and specialized software applications programs.
25. Organize own work, set priorities, and meet critical time deadlines.
26. Use English effectively to communicate in person, over the telephone, and in writing.
27. Understand scope of authority in making independent decisions.
28. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
29. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

1. Equivalent to graduation from a regionally accredited four-year college or university with major coursework in education, social science, human services, public administration, or a related field, and
2. Two (2) years of increasingly responsible program or project coordination experience working with diverse students in an educational setting.

Desirable Qualifications:

1. Experience working with policies and procedures relating to diversity, equity, inclusion, social justice, 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
2. Experience with participation in programs relating to diversity, equity, inclusion, social justice, 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, and ability to maintain, a valid California Driver's License.

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 to visit various District and

meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, 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 or calculator and to operate standard office equipment. Incumbents 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, typically weighing 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 may occasionally work outdoors for assigned events and be exposed to loud noise levels, cold and/or hot temperatures, and dust, fumes, and allergens. Incumbents may interact with staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.

Amended: 6/2023