

DIRECTOR, SPECIAL PROGRAM

DEFINITION

Under general direction of the Associate Dean, Student Success and Equity manages the special program which serves undocumented students through counseling, instruction, mentoring, and community building. The Director plans, organizes, manages, and provides administrative direction and oversight for all functions and activities of the special program, including ensuring program compliance with College and Student Equity guidelines and regulations, budget management, and program progress reporting; develops and implements program services as described in campus and Student Equity goals and objectives. Acts as liaison with targeted high school officials, College Student Services programs, community organizations, and other universities and colleges to enhance services provided to program participants. Responsible for ensuring regulatory compliance, maintaining accurate and timely documentation and report submissions, and for the management of the project budgets; researches and gathers various program data and develops reports. Provides highly complex and responsible support in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Associate Dean, Student Success and Equity. Exercises direct and general supervision over professional, technical, and administrative support staff and Faculty.

CLASS CHARACTERISTICS

This is a management classification that manages all programs and activities of the special program. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent in this position independently performs professional work implementing all aspects of the assigned programs, ensuring full compliance with all applicable College regulations and requirements and policies and procedures. In addition to having a good understanding of program administration, this position must be knowledgeable of student services, counseling functions, instructional strategies, and be able to implement services for eligible participants as detailed in the College and Student Equity reports.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Plans, manages, and oversees the daily functions, operations, and activities of the special program in concert with College policies and procedures.
2. Participates in the development and implementation of goals, objectives, policies, and priorities for the program; recommends, within program policy, appropriate service levels and resources; recommends and administers policies and procedures.
3. Participates in the development, administration, and oversight of the program budget; monitors program expenditures to ensure compliance with established laws and regulations, as well as, funding requirements.

4. Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of the assigned program, service delivery methods, and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and makes recommendations to the Associate Dean, Counseling.
5. Participates in the selection of, trains, motivates, and evaluates assigned personnel; works with employees on performance issues; recommends discipline to the Associate Dean, Counseling.
6. Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Associate Dean, Counseling.
7. Collaborates and coordinates program activities and strategies with other College departments, programs, and staff within Student Services.
8. Prepares and completes all required College reports and responds to requests for information from College administration.
9. Holds regular staff meetings and trainings, and works collaboratively to meet program goals and objectives.
10. Develops and implements annual recruitment and publicity plan; conducts evaluation studies and prepares annual and progress reports to the Vice President, Student Services, as well as, College administrators and partners.
11. Establishes and maintains relationships with school district officials, community leaders, various organizations, and public agencies to encourage participation, stimulate interest, and coordinate campus projects with assigned programs and activities.
12. Develops and maintains student monitoring system to ensure compliance with program eligibility standards.
13. Initiates, oversees, and directs the collection of student data to measure and evaluate student success, including retention and persistence rates, passing rates, academic achievement scores, and College entrance information.
14. Develops grant proposals that meet funding agency requirements and priorities, including writing the grant narrative and completing all required forms and documents; establishes and maintains contacts with funding agency personnel and potential grant partners.
15. Advises, provides guidance, and prepares and delivers presentations on issues pertaining to the special program.
16. Assumes full management responsibility for all special program functions, services, and activities, including campus and educational trips.
17. Maintains and directs the maintenance of working and official departmental files.
18. Monitors changes in laws, regulations, and technology that may affect College or program operations; implements policy and procedural changes as required.
19. Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
20. Establishes, implements, and fosters an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).

21. Oversees, leads, and provides high-level customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
22. Utilizes critical thinking, decision-making, and problem-solving skills with tact, confidence, and diplomacy.
23. Implements, enforces, supports, and abides by federal, state, and local policies and Board Policies and Administrative Procedures.
24. 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.
25. Prepares and delivers DEISAA-minded presentations related to assigned areas as required.
26. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
27. Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a DEISAA academic and work environment.
2. Administrative principles and practices, including goal setting, program development, implementation, and evaluation.
3. Budget development, administrative practices, and organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
4. Principles and practices of grant funding, including techniques and methods of researching grant opportunities, identifying state, federal, private, and corporate grant funding organizations, securing and maintaining funding from external agencies, and complying with reporting requirements.
5. Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
6. Principles and practices of developing, implementing, and evaluating special program.
7. Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned programs, projects, and operations.
8. The provision of specialized support services for student populations specified in the special program.
9. Methods and techniques for the development of presentations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
10. Principles and procedures of record keeping.
11. Modern office practices, methods, and computer equipment and applications.
12. English usage, spelling, vocabulary, grammar, and punctuation.

13. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
14. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and College staff, including individuals of various ages, disabilities, socio-economic and ethnic groups.

Skills & Abilities to:

1. Implement, advocate for, and communicate the College's vision and commitment to creating a DEISAA academic and work environment.
2. Oversee and address gaps in DEISAA in the recruitment and retention of faculty and staff.
3. Critical thinking and decision-making through observing, analyzing, inferring, communicating, and problem-solving in challenging situations with tact, confidence, and diplomacy.
4. Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for assigned program areas.
5. Provide administrative and professional leadership and direction for assigned program.
6. Prepare and administer budgets; allocate limited resources in a cost effective manner.
7. Research, apply for, and manage grant funding.
8. Effectively administer a variety of special program projects, events, and administrative activities.
9. Effectively work with students of diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds.
10. Interpret, apply, explain, and ensure compliance with applicable federal, state, and local policies, procedures, laws, and regulations.
11. Plan, organize, direct, and coordinate the work of professional and technical personnel; delegate authority and responsibility.
12. Select, motivate, and evaluate the work of staff and train staff in work procedures.
13. Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
14. Effectively represent the College and the program in meetings with various educational, business, professional, regulatory, and legislative organizations.
15. Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
16. Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
17. Establish and maintain a variety of filing, record keeping, and tracking systems.
18. 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.
19. Operate modern office equipment including computer equipment and specialized software applications programs.
20. Use English effectively to communicate in person, over the telephone, and in writing.

21. Understand scope of authority in making independent decisions.
22. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
23. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work

Education and Experience:

1. Master's degree from a regionally accredited college or university in a related field of education; and
2. Two (2) years of management and/or administrative experience in developing, implementing, and managing a program or program for high-risk student populations. Documented successful experience working with low income, first generation, and ethnically diverse youth and students.

Desirable Qualifications:

1. Experience serving as a coordinator, supervisor, assistant director, or director level in student services or student equity initiatives/programs.
2. Proven track record of implementing or overseeing programs or policies relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institutions (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI); OR
3. Proven track record of participating in programs relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (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 to visit various College and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in persona 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. 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 may interact with staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.

Amended: 8/2023