

Desert Community College District MANAGER, BASIC NEEDS CENTER

Basic Function

Under the supervision of the area administrator, supervises and coordinates the day-to-day operations of Student Basic Needs including the planning, organization, coordination and oversight of the Basic Needs Center and related activities.

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.

1. Oversees the development of resources, programs, events, and services to support students' basic needs and overall wellness including housing, food, psychosocial needs , and employment; establishes local and regional collaborative relationships and partnerships with business entities, community organizations and non-profits, and local educational agencies pertaining to student basic needs; implements and ensures that all grant and partnership agreement rules, contract language, and outcomes are met.
2. Plans, organizes, and coordinates the activities and services of the basic needs program area/center; coordinates with other district student support and departments and program areas to connect at risk and in need students to available services, including technological resources; ensure activities and operations comply with basic needs program requirements.
3. 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.

4. Monitors the program budgets and expenditures; makes recommendations regarding allocation of resources and expenditure of funds; ensure that fund spending and purchases are consistent with grant stipulations, community partnership agreements, college and District policies, and applicable guidelines.
5. Selects, trains, supervises, and evaluates the performance of assigned staff; sets goals and priorities for assigned staff; recommend transfers, reassignments, discipline, terminations, promotions and other personnel actions as appropriate
6. Coordinates college-wide food pantry efforts, including staffing and work guidance to staff, volunteers, and student workers; coordinates or participates in coordinating the ordering, pick up, receiving, and stocking of food items; maintains food quality controls; provides clients and client support staff with emergency or supplemental food resources outside of food pantry hours.
7. 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.
8. 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.
9. Serve 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 base on eligibility.
 10. 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.
 11. Collects, compiles, tabulates, and records narrative, statistical, and financial data and other information; compiles information from various sources and prepare 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.
 12. 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.
 13. Perform other related duties as required.

Knowledge and Abilities

Knowledge of:

1. Student services policies, procedures, and practices in higher and K-12 education;

2. Community organizing and support building;
3. Interpersonal communication strategies;
4. Psychosocial issues affecting student success in higher education;
5. Basic supervisory or leadership principles;
6. Demonstrated knowledge of and implementation of diversity, equity, inclusion, and antiracism efforts in an educational setting.
7. Screening and interviewing techniques for the purpose of determining program eligibility for students from diverse ethnic and socio-economic backgrounds.
8. Pertinent federal, state, and local laws, codes, and regulations including applicable sections of the State Education Code and other legal requirements related to the basic needs program.

Ability to:

1. Understand, interpret, and apply college policies, rules and regulations;
2. Demonstrate sensitivity to, respect for, and understanding of the needs of economically and educationally disadvantaged populations is required. Develop policies, procedures, and guidelines for students;
3. Effectively communicate, orally and in writing, with a diverse student population and college community;
4. Present to community organizations, students, private partners, and related groups concerning the basic needs program;
5. Utilize and leverage technology to communicate with students;
6. Maintain program budget and expenditure oversight;
7. Communicate in a friendly and helpful manner to students in distress and/or in need of assistance;
8. Establish and maintain effective relationships with students, faculty, staff and the community;
9. Understand student needs and make appropriate and timely referrals.

Education and Experience:

1. A bachelor's degree from and accredited college in social work, sociology, education, or related field, AND
2. 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 three (3) years experience developing, implementing, and leading a program for vulnerable populations .
3. 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 Conditions:

Normal office environment. Travel to off campus meeting locations in personal vehicle.

Physical Effort:

Must be able to lift and carry up to 25 pounds.

Environment

Office environment. Constant interruptions.

Employment Status

Classified Management

Leadership VII

Board Approved: April 22, 2022