

**CLASS SPECIFICATION**  
**CalWORKS Program Manager**

FLSA Status: Exempt  
EEOC Job Category: Officials and Administrators  
Union Representation: Unrepresented

**GENERAL PURPOSE**

Under general direction, plans, organizes, implements, manages, integrates and evaluates the work of the District's California Work Opportunities and Responsibility for Kids (CalWORKS) Program to increase retention of the District's at-risk, hard-to-serve students by providing support services, including subsidized child care, subsidized employment opportunities and assistance with DPSS documentation; plans, organizes, supervises and evaluates other specially funded programs that complement the CalWORKS Program goals and objectives, including the District's GED program, the Internet and Core Competency Certification (IC3), and the Job Development Incentive Fund (JDIF); and performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

CalWORKS Program Manager is responsible for planning, organizing, managing and evaluating the operations and activities of the District-wide CalWORKS, GED, IC3, and JDIF programs. The incumbent provides administrative and technical management and coordination on program activities. Duties and responsibilities are carried out with considerable independence within the framework of established policies, procedures and guidelines.

CalWORKS Program Manager is distinguished from other professional District classes in that an incumbent in the former class is responsible for managing and administering District-wide CalWORKS and complementary programs and services.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

The duties listed below are intended only 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. Plans, organizes, implements, manages, integrates and evaluates assigned CalWORKS, GED, IC3, JDIF and related programs and services; interprets and applies current, detailed knowledge of program-specific federal, state and local laws and regulations, program guidelines/requirements and District policies and procedures to meet program goals and objectives and carry out program management duties; with subordinate staff, establishes and implements operational plans, processes, procedures and policies to meet program goals and objectives; coordinates and integrates multiple programs' functions and responsibilities to achieve optimal efficiency and effectiveness; participates in developing and regularly monitors performance against the annual programs' budgets/grant funding requirements; researches and identifies grant opportunities, including potential

partner/collaborative efforts and match-funding partners; participates in developing and drafting grant proposals to support Workforce Development department and assigned program goals and objectives.

2. Plans and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends compensation and provides other rewards to recognize performance; subject to management concurrence, takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the District's classified human resources policies and labor contract provisions.
3. Provides day-to-day leadership and works with staff to ensure a high performance, customer service-oriented work environment which supports achieving programs' and District objectives and service expectations; provides leadership and participates in programs and activities that promote a positive employee relations environment.
4. Manages, coordinates, oversees and performs services in support of CalWORKS programs and student/participants; reviews and ensures appropriate resolution to complex or sensitive student/participant issues, including those with DPSS or District departments/staff; identifies, secures and maintains effective working relationships with local business and industry partners appropriate for Career Experience Program (CalWORKS off-campus work study program) and develops, executes and monitors partnership contracts; facilitates payments and reimbursements for work study employer partners and participating child care providers; coordinates outreach and service provision with other District support services departments; coordinates and oversees on-campus work study partnerships.
5. Serves as District's external, expert liaison for the CalWORKS program; actively participates in local and state CalWORKS committees, advisory groups and conferences; plans, organizes, coordinates and participates in collaborative events with local community, business, industry and other relevant groups on a wide range of labor/market and other issues relevant to the program; presents, promotes and publicizes program services and offerings to appropriate audiences, including non-profit organizations serving at-risk, hard-to-serve populations.
6. Produces, updates, maintains and submits a variety of comprehensive, accurate and specialized program reports which involve manipulation, analysis and interpretation of complex and technical information for distribution to the State's Chancellor Office, including CalWORKS program plan, CalWORKS end-of-year report and Accountability Reports – JDIF; prepares, updates and maintains reports for DPSS, including DPSS Monthly Management Reports; oversees maintenance, organization and confidentiality of CalWORKS program and student/participant records, files and other information.
7. Serves as District's GED Chief Examiner; supervises maintenance and organization of GED records; oversees preparation and maintenance of transcripts.

#### **OTHER DUTIES**

1. Serves on District committees, as requested.

2. Makes flex day presentations, as required.

## **QUALIFICATIONS**

### **Knowledge of:**

1. Federal, state and local laws, regulations and court decisions applicable to programs and areas of responsibility, including grant funding regulations and program guidelines/requirements.
2. Local economy and labor market trends.
3. Needs and concerns of low-income and educationally disadvantaged students.
4. Government and community resources available to student/participants.
5. Research methods and data analysis techniques.
6. Principles and practices of public administration, including budgeting, purchasing and maintenance of public records.
7. Standard business software, including word processing, data base and spreadsheet programs.
8. Principles and practices of sound business communication.
9. Principles and practices of effective management and supervision.
10. District classified human resources policies and procedures and labor contract provisions.

### **Ability to:**

1. Manage, oversees and administer the programs, services and staff of the CalWORKS, IP3, GED, and JDIF programs.
2. Prepare clear, concise and comprehensive correspondence, reports, studies and other written materials.
3. Interpret, apply, explain and reach sound decisions in accordance with Federal, state and local laws and regulations related to Program administration, implementation and funding and District policies and procedures.
4. Track and interpret relevant legislation affecting program areas of responsibility.
5. Exercise sound, expert independent judgment within general policy guidelines.
6. Oversees maintenance of confidential and specialized program and student/participant records and files.
7. Operate a computer using word processing, database and other business software and other standard office equipment.
8. Relate effectively to economically and educationally disadvantaged students.
9. Exercise tact and diplomacy in dealing with sensitive and complex issues and situations.

10. Establish and maintain effective working relationships with District management, administrators and staff; federal, state and local agency representatives; local non-profit organizations serving at-risk, hard-to-serve populations, business and industry contacts; student/participants; the public and others encountered in the course of work.

**Education, Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from an accredited four-year college or university with a major in sociology, psychology, education, social work, business administration, public administration or a closely related field; and at least five years of progressively responsible experience working in the area of workforce development with high-risk, hard-to-serve populations, at least two of which were in a lead capacity; or an equivalent combination of training and experience.

**Licenses; Certificates; Special Requirements:**

A valid California driver's license and the ability to maintain insurability under the District's vehicle insurance policy.

**PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands**

While performing the duties of this job, the employee is regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle and feel computers and standard business equipment; and reach with hands and arms. The employee is frequently required to stand and walk.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

**Mental Demands**

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret complex data, information and documents; analyze and solve complex problems; use math/mathematical reasoning; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions, observe and interpret people and situations; and interact with District management, administrators and staff; federal, state and local agency representatives; local non-profit organizations serving at-risk, hard-to-serve populations, business and industry contacts; student/participants; the public; and others encountered in the course of work.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under typical office conditions, and the noise level is usually quiet.