CLASSIFICATION AND JOB SPECIFICATIONS

Program Director, Women's & Men's Resource Center

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

GENERAL PURPOSE
Under general direction, plans, organizes, manages and directs assigned elements of the District's Women's and Men's Resource Center; conducts outreach activities to build awareness of educational programs and services; supervises the work of Student Activities Advisors on both campuses; solicits grants and other funding to support programs and students in crisis; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS
Program Director, Women's and Men's Resource Center is responsible for administration and operation of the Center and is accountable for ensuring availability and effective delivery of a variety of support services to students and prospective students to facilitate successful transition of students into college life, increased student self-sufficiency and student retention. The incumbent manages the work of Student Activities Advisors on both campuses. Duties and responsibilities are carried out with considerable independence within the framework of established policies, procedures and guidelines.

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, controls, manages and evaluates the work of the Women's and Men's Resource Center and staff; with staff, participates in establishing operational plans and initiatives to meet department goals and objectives; implements departmental plans, work programs, processes, procedures and policies required to achieve overall department performance results; coordinates and integrates department functions and responsibilities to achieve optimal efficiency and effectiveness; participates in developing and monitoring performance against the annual departmental budget.

2. Plans and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; monitors performance and provides coaching for performance improvement and development; provides or recommends compensation and other rewards to recognize performance; takes disciplinary action, up to and including termination, to address performance deficiencies, subject to management concurrence, in accordance with the District’s classified human resources policies and procedures and labor contract provisions.

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3. Provides leadership and works with staff to develop and maintain a high performance, customer service-oriented work environment that supports achieving the District’s mission, strategic goals and core values.

4. Manages, oversees, implements and evaluates Center programs and services; ensures availability and effective delivery of a variety of support services to students; oversees assistance with enrollment, transition into college life and college retention processes.

5. Manages the work of Student Activities Advisors on both campuses, engaged in providing organizational and technical support and guidance to a variety of District student groups, including student leadership boards, committees, clubs and/or councils, and assisting student groups in planning, organizing, coordinating and conducting special activities and events for students.

6. Oversees and arranges for student emergency support services through referrals to other on-campus and community resources; assesses student needs and develops intervention plans to assist students in exploring options to solve their problems; develops and maintains collaborative relationships with agencies and community partners to secure access to resources, support services and employment opportunities for students.

7. Conducts formal and informal evaluation of services by meeting with student groups, conducting written assessments and analyzing program participation rates; collaborates with other departments and the Student Development Planning Committee to develop and implement program modifications and enhancements.

8. Collaborates and coordinates with other schools, colleges and community organizations to promote education support conferences and seminars; works with high school counselors to conduct workshops to educate students about career opportunities in the trades.

9. Conducts outreach activities through community groups, community activities, residential programs, work sites and schools; promotes awareness of programs and services; researches and writes grant applications for funding to support center operations; solicits donations and other sources of funding for scholarships and emergency assistance programs.

10. Produces, updates, maintains and submits a variety of comprehensive, specialized reports; oversees establishment, organization, maintenance and updates to specialized and comprehensive files and records.

OTHER DUTIES

1. Serves as a field instructor for university social services and human services practicum interns; supervises student activities, conducts progress evaluations and ensures that provisions of contract agreements are met; attends periodic field instructor meetings and seminars.

2. Serves on a variety of District committees and advisory organizations.

3. May attend workshops, seminars, meeting or other events.

4. Acts for a Dean in that individual's absence.
QUALIFICATIONS

Knowledge of:

1. Principles and theories applicable to the role of student life programs and services in successful student transition into college and college retention.

2. Federal, state and local laws, regulations and court decisions applicable to areas of responsibility.

3. Cultural and socio-economic issues relevant to student life programs and services.

4. Research methods and data analysis techniques.

5. Sources of community services and emergency resources for students in crisis.

6. Principles and practices of outreach and awareness building.

7. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.

8. Uses of word processing, spreadsheet, presentation, database and other software.

9. Principles and practices of public administration, including budgeting, accounting, purchasing and maintenance of public records.

10. Principles and practices of effective management and supervision.

11. District classified human resources policies and procedures and labor contract provisions.

Ability to:

1. Manage, oversee and administer District student life programs on both campuses.

2. Proactively research and identify appropriate funding and grant opportunities that complement District and department mission, goals, objectives, structure and practices.

3. Evaluate alternatives and reach sound conclusions and decisions within policy guidelines.

4. Interpret, explain and apply relevant laws, codes and regulations related to grants management, administration and compliance.

5. Operate a computer and appropriately use word processing, spreadsheet, presentation, database and other software.

6. Prepare clear, concise and comprehensive correspondence, reports, studies and other written materials.

7. Exercise sound, expert independent judgment within general policy guidelines.

8. Exercise tact and diplomacy in dealing with sensitive and complex issues and situations.

9. Establish and maintain effective working relationships with District management, administrators and staff; community and professional organizations; local business and industry contacts; 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 or a closely related field; and at least five years of progressively responsible experience working in the area of addressing student needs and college/employment transition issues; or an equivalent combination of training and experience. A Master's degree in social work or counseling is desirable.

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, and interact with District management, administrators and staff; granting/contract and other public agency contacts; local business and industry contacts and the public.

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.