

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: BASIC NEEDS COORDINATOR

SUMMARY DESCRIPTION

Under the direction of assigned supervisor, perform a full range of administrative, programmatic, and technical duties in support of the basic needs program at Southwestern College; coordinate assigned functions, activities, and services of the basic needs program area including to oversee and participate in providing students, staff, and others with specialized information, case management services, training, and assistance related to students' basic needs including food, housing, counseling services, and/or off campus resources; coordinate with campus and community organizations to obtain resources for students and to promote student success, retention, and completion by removing barriers to their education; and perform a full range of the more complex program support and clerical assistance duties in support of the basic needs program area.

DISTINGUISHING CHARACTERISTICS

The Basic Needs Coordinator is an advanced administrative classification with incumbents performing program coordination and management duties as well as providing the more complex technical program support to the basic needs program area. Incumbents are assigned to perform a wide range of administrative and complex technical, program support, and clerical duties independently for the basic needs program area requiring a broad knowledge of the program or functional area. Incumbents at this level typically receive instruction or assistance only as new or unusual situations arise and are aware of the operating procedures and policies of the work.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Participate in the administration of the basic needs program area; plan, organize, and coordinate assigned functions, activities, and services of the basic needs program area; perform a full range of technical, program support, case management, and clerical duties in support of the basic needs program area; coordinate with other departments and program areas; ensure activities and operations comply with basic needs program requirements. **E**
2. Participate in the development and implementation of goals, objectives, policies, and priorities for the basic needs program areas; research, implement, and administer policies, procedures, and changing business practices and processes for assigned area; develop and maintain handbooks, forms, and related policies and procedures. **E**
3. Coordinate the planning, design, and implementation of basic needs program elements that support service delivery; participate in processes to define scope and schedule of services and activities; participate in implementation processes. **E**
4. Oversee the development of resources, programs, events, and services to support students' basic needs including housing, food, mental health, and employment; establish local and regional collaborative relationships and partnerships with business entities, community organizations, and local educational agencies pertaining to student basic needs; partner with food bank affiliates, housing resources, and other non-profit entities to support students to secure resources. **E**
5. Coordinate college-wide food pantry efforts; coordinate staffing; provide work guidance to volunteers and student workers; order, receive, and stock food items; maintain food quality controls. **E**

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6. Serve as a District representative on various committees and other basic needs-related projects associated with the program including SWC Cares Emergency Grant, Cares Closet, and Cares Advisory Committee. ***E***
7. Provide technical information, assistance, referrals, and case management services regarding the basic needs program area to students, staff, and the general public; refer students to applicable community, business, and governmental agencies as well as appropriate student and academic support services offered by the District; interpret and explain program applications, policies, procedures, requirements, and restrictions; develop promotional and informational materials for distribution on and off campus; maintain assigned resource material and library. ***E***
8. Understand and ensure compliance with Clery, FERPA, and Title IX law and support services; work closely with the Title IX Office; serve as a mandatory reporter. ***E***
9. Provide assistance in resolving operational and administration problems; identify problem areas and issues; conduct research to find alternative solutions; make recommendations; assist in implementation of recommendations. ***E***
10. Develop yearly calendar of events, workshops, and other schedules related to assigned activities and services; review, update, and inform others of essential timelines; coordinate assigned activities; ensure the timely completion of work in accordance with established policies, procedures, and standards. ***E***
11. Plan, organize, schedule, and conduct orientations, workshops, seminars, class presentations, meetings, and other activities related to the basic needs program area; plan joint events and participate in planning and implementation meetings with other District departments and programs, and business and community representatives; arrange and confirm speakers; reserve facilities and make other necessary arrangements. ***E***
12. Monitor the program budget; make recommendations regarding allocation of resources and expenditure of funds. ***E***
13. Collect, compile, tabulate, and record narrative, statistical, and financial data and other information; compile information from various sources and prepare appropriate forms, schedules, and reports; list, abstract, or summarize data; input and review data and prepare special and periodic reports including fiscal reports, program plans, progress reports, and other narrative and statistical reports as required and in accordance with District and external agency requirements. ***E***
14. Compose, format, prepare and distribute correspondence, memoranda, publicity materials, surveys, brochures, flyers, bulletins, reports, presentations, and other materials; create and disseminate outreach materials to support the basic needs program. ***E***
15. Verify and review materials, applications, records, files, and reports for completeness and conformance with established regulations and procedures; apply applicable policies and procedures in determining completeness of applications, records, files, and reports; collect and process appropriate information. ***E***
16. Establish and maintain records including student records; maintain complex, interrelated filing systems; maintain confidentiality of information. ***E***
17. Utilize electronic technology and various computer applications and software packages to correspond with others, maintain assigned calendars, schedules, and appointments, and maintain and generate reports from a database or network system. ***E***
18. Attend professional group meetings and workshops; stay abreast of new trends and maintain a working knowledge of information related to area of assignment. ***E***

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19. Train and provide work guidance to assigned student workers, clerical assistants, and other staff as assigned. **E**
20. Perform related duties and responsibilities as required.

KNOWLEDGE AND ABILITIES

Knowledge of:

Operational characteristics, services, and activities of the functions, programs, and operations of the basic needs program area.

Basic principles and practices of program development, coordination, and review.

Technical knowledge of business/industry principles and practices for the basic needs program.

General principles, practices, and procedures of business administration and public administration.

Applicable and available campus, community, business, and governmental agencies, departments, services, resources, and programs for students.

Screening and interviewing techniques for the purpose of determining program eligibility.

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.

Processes, procedures, and practices of budget preparation and administration.

Work organization and office management principles and practices.

Principles, practices, and procedures of research and report preparation.

Principles, practices, and procedures of business letter writing.

Principles, practices, and procedures of fiscal, statistical, and administrative record keeping.

Principles and practices used to establish and maintain files and information retrieval systems.

Basic mathematical concepts.

Principles and techniques used in public relations.

Public speaking techniques.

Interpersonal skills using tact, patience, and courtesy.

District organization, operations, policies, and objectives.

Office procedures, methods and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Safe food handling procedures.

Oral and written communications skills.

English usage, grammar, spelling, punctuation, and vocabulary.

Ability to:

Coordinate and oversee the daily operations and activities of the basic needs program; implement procedures for the day-to-day operations of assigned program areas.

Perform a specialized, technical, and complex programmatic and administrative duties that require a high level of independent judgment and personal initiative.

Understand the organization and operation of the District, the basic needs program, and outside agencies as necessary to assume assigned responsibilities.

Learn department and program objectives and goals.

Understand, interpret, apply, explain, and ensure compliance with administrative and office policies and procedures as well as pertinent laws, regulations, and ordinances.

Use technical concepts and basic program management tools and techniques to coordinate the basic needs program area and solve complex problems in creative and effective ways.

Develop recommendations for problematic areas and implement and monitor changes.

Participate in the development and administration of policies and procedures.

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Provide specialized assistance, training, and information to students, faculty, administrators, staff, and the public concerning the basic needs program area, functions, and resources.

Coordinate and conduct workshops, seminars, special events, class presentations, orientations, and tours.

Screen, interview, and assess needs students from diverse ethnic and socio-economic backgrounds.

Determine best referral and support plan for students.

Establish and maintain partnerships with local businesses and community organizations

Participate in the preparation and administration of assigned budgets.

Exercise skills that emphasize collaboration, consensus building, conflict resolution, and problem solving.

Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.

Research, compile, analyze, and interpret data and information.

Independently compose prepare correspondence and written materials related to assigned activities.

Prepare a variety of clear and concise administrative and financial records.

Implement and maintain filing and record keeping systems.

Prepare calendar of events and workshops related to area of assignment.

Exercise good judgment and discretion in analyzing and resolving confidential, difficult, and sensitive situations.

Work within the policies, functions, and requirements of area of assignment.

Train and provide work guidance to others.

Plan, organize, and assign work to meet schedules and changing deadlines.

Adapt to changing technologies and learn functionality of new equipment and systems.

Operate office equipment including computers and supporting word processing, spreadsheet and database applications.

Make arithmetic calculations quickly and accurately.

Understand and follow oral and written instructions.

Work confidentially with discretion.

Work independently and effectively in the absence of supervision

Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.

Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, ability status, sexual orientation, and cultural populations of community college students.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE

Any combination equivalent to: an Associate's degree or two years of college level course work in business, social work, psychology, sociology, or a related field and five years increasingly responsible experience working in a social service or community service capacity or a student services-oriented role at a community college or other educational institution. A Bachelor's degree in social work, sociology, education, or other related field is desirable and may substitute for up to two years of related experience.

LICENSE OR CERTIFICATE

Valid California driver's license and a safe driving record to drive a District or personal vehicle.

Ability to obtain a food handling license.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor; possible exposure to dissatisfied individuals.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.