

**TITLE: Coordinator, Basic Needs and Support Programs**

**CLASSIFICATION: Classified**

**SALARY GRADE: C10**

**SCOPE OF POSITION:**

Under general direction, develops, implements, and assesses programs and services designed to identify and meet the needs of under-resourced students and other members of the SRJC community, with an emphasis on those experiencing food, housing and transportation insecurity. Responsible for program development, case management, resource development, community outreach mentoring, and advocacy. The Coordinator, Basic Needs and Support Programs oversees system of service delivery that is responsive to California Community College, local, state, and federal initiatives aimed at removing barriers and improving student access and success. Supports the community by linking them to support programs, public resources, community organizations, and regional support services for basic needs.

**DISTINGUISHING CHARACTERISTICS:**

The Coordinator, Basic Needs and Support, is distinguished from the Support Services Specialist, Basic Needs by the increased level of technical knowledge of Basic Needs initiatives and the implementation of core student support services. This classification has a District-wide perspective and requires an increased level of independence, initiative, and problem-solving skills. May serve as a lead worker to other classified professionals in the area.

**KEY DUTIES AND RESPONSIBILITIES:**

*Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.*

1. Coordinates District-wide programs for students aimed at meeting basic needs, increasing student success and retention, including transportation, food, and housing.
2. Develops and facilitates intake, case management, referral interventions, and resource delivery systems that increase the success of community members who are under-resourced.
3. Collaborates with community partners to increase access and utilization of public benefits and support services.
4. Performs data collection, reporting, and analysis in collaboration with Institutional Research to assess community needs and program efficacy; tracks student progress and maintains records.
5. Assists with budget development and tracking; oversees inventory and procurement for basic needs program supplies.
6. Creates promotional materials for basic needs events, activities, and services.
7. Monitors and updates designated web pages.
8. Coordinates computer and copy center services and maintains cashier operations.
9. Interprets and implements Family Educational Rights and Privacy Act of 1974 (FERPA).
10. Programs, schedules, and troubleshoots electronic displays.
11. Hires, trains, supervises and evaluates student employees.
12. May serve as a lead worker to other classified and short-term, non-continuing (STNC) employees in the area.

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### **KNOWLEDGE OF:**

1. Student security and privacy requirements.
2. Student Success Act of 2012, HIPPA (Health Insurance Portability and Accountability Act of 1996) and Title 5 regulations, and marginalized and/or vulnerable populations.
3. Principles of human services and/or social work in an educational setting.
4. Philosophy and implementation of student services programs.
5. Relevant local, state, and federal rules and regulations, programs, policies and procedures.
6. Applicable technology usage, including standard office productivity software and other appropriate technology.

### **ABILITY TO:**

1. Develop effective programs and services related to basic needs initiatives.
2. Track, compile and analyze statistical information.
3. Prepare and present reports and information to individuals and groups.
4. Interpret and apply policies, procedures, rules and regulations.
5. Plan and coordinate events and activities in a higher education environment.
6. Collaborate productively and cooperatively with individuals and groups both internally and/or externally.
7. Communicate effectively, both orally and in writing.
8. Exercise appropriate judgement in interactions with others and with work processes.
9. Interact with the public in a helpful, courteous and professional manner.
10. Demonstrate sensitivity to, and respect for, a diverse population.

### **QUALIFICATIONS:**

*Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by the supervising administrators, in coordination with the department where the vacancy exists, if needed.)*

### **EDUCATION:**

Bachelor's degree in a closely related field of study required.

### **EXPERIENCE:**

2+ years of previous experience coordinating and developing basic needs programs, non-clinical social work, outreach programs or human services, preferably in an educational setting.

### **SANTA ROSA JUNIOR COLLEGE COMMITMENT:**

*All classifications require a commitment to the District's Vision, Mission, Values, Goals and Objectives as articulated in the [Strategic Plan](#).*