

TITLE: Support Services Specialist, Basic Needs

CLASSIFICATION: Classified

SALARY GRADE: C09

SCOPE OF POSITION:

Under general supervision, participates in the implementation of 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; provides information to students, faculty and staff regarding support services.

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. Oversees District-wide programs for students aimed at meeting student's food insecurities.
2. Develops and facilitates 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 food pantry program supplies.
6. Creates promotional materials for basic needs events, activities, and services, including the food pantry.
7. Monitors and updates designated web pages and social media related to the basic needs program.
8. Prepares and maintains confidential records and program reports.
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.

KNOWLEDGE OF:

1. Student security and privacy requirements
2. Principles of human services and/or social work.
3. Philosophy and implementation of student services programs.
4. Relevant local, state, and federal rules and regulations, programs, policies and procedures.
5. Applicable technology usage, including standard office productivity software and other appropriate technology.

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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.
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, including providing support to marginalized and/or vulnerable populations.

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:

Associate degree in a related area required.

EXPERIENCE:

2+ years of experience working with students from diverse backgrounds, non-clinical social work, outreach programs or human services.

OTHER REQUIREMENTS:

- Position requires frequent travel to various area community organizations.
- Must be able to perform physical activities such as, but not limited to, lifting (up to 50 lbs. unassisted), bending, standing, climbing or walking.

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](#).