

Position: Manager, Basic Needs, Wellbeing, and Retention	Position Number:
Department: Student Services	FLSA: Exempt
Reports to: Vice President of Student Services	Salary Grade: 123

### **Summary**

Under the direction of the Vice President of Student Services, the Manager of the Retention and Basic Needs program is responsible for performing activities related to planning, administering, managing, and coordinating the District's retention and basic needs services, including student support initiatives, maintaining community partner relationships, fiscal coordination, grant compliance, and program evaluation. Supervises and evaluates the performance of assigned staff. Supports and promotes a climate of collegiality, innovation and improved service to students. Works with faculty, staff and other managers district-wide to review and implement the District Education Master Plan and annual plan in coordination with college planning and to promote effective student learning across the District. Assures compliance with State requirements in assigned program areas.

### **Essential Duties and Responsibilities**

- In support of the College Mission, this position puts student success first by ensuring that student learning, advancement and access are pivotal in all duties and responsibilities.
- Oversees the development of resources, programs, events, and services to support student retention, basic needs services and overall wellness including housing, food, psychosocial needs.
- Establishes local and regional collaborative relationships and partnerships with business entities, community organizations and non-profits, and local educational agencies pertaining to student basic needs; implements and ensures that all grant and partnership agreement rules, contract language, and outcomes are met.
- Plans, organizes, and coordinates the activities and services of the retention and basic needs program area/center; coordinates with other district student support and departments and program areas to connect at risk and in need students to available services, including technological resources; ensure activities and operations comply with basic needs program requirements.
- Participates in the development and implementation of goals, objectives, policies, and priorities for retention efforts and the basic needs program areas; works with leadership and across departments to research, implement, and administer policies, procedures, and adaptive business practices and processes; develops and maintains handbooks, forms, and related policies and procedures for program clients and client-support staff.

- Coordinates college-wide food pantry efforts, including staffing and work guidance to staff, volunteers, and student workers; coordinates or participates in coordinating the ordering, pick up, receiving, and stocking of food items; maintains food quality controls; provides clients and client support staff with emergency or supplemental food resources outside of food pantry hours.
- Plans, organizes, schedules, and conducts orientations, workshops, seminars, class presentations, meetings, and other activities related to the retention and the basic needs program areas; plans joint events and participates in planning and implementation meetings with other college and District departments and programs, and business and community representatives; arranges and confirms speakers; reserves facilities and make other necessary arrangements.
- Maintains a directory of crisis and long-term support services for staff and students to reference, including mental and/or physical health services on and off campus, emergency or long-term housing solutions, financial assistance, and related resources offered by community organizations, county/city agencies, and the District.
- Serve as a representative on various committees and other basic needs and retention related projects associated with the program; identifies and expands on existing partnerships between departments, colleges, and organizations; ensures students receive support in accessing public benefits base on eligibility.
- Provides training, information, assistance, referrals, and case management services regarding the basic needs program area to students, staff, and the general public; interprets and explains program applications, policies, procedures, requirements, and restrictions; collaborates with marketing and communications to develop promotional and informational materials for distribution on and off campus.
- Consults with faculty, administrators of support services, and community partners to assist in improved delivery of services to students; maintains regular contact with campus leads of student services.
- Plans and executes program review and assessment of student and program learning outcomes in assigned areas. Assesses the effectiveness of these outcomes and implements changes in the areas of responsibility based on results of assessments.
- Provides leadership, vision and direction for assigned program within a collaborative, inclusive and participatory decision-making environment.
- Supports a climate that promotes cultural competence and mutual respect.
- Promotes a collegial atmosphere within Student Services and throughout the District.
- Performs other duties as assigned.

### **Qualifications**

## **Knowledge and Skills**

- The philosophy and mission of the California community college and the role played by student services in fulfilling that mission
- Student and program learning outcomes and assessment of those outcomes for systematic and continuous quality improvement
- Effective management and leadership principles
- Sensitivity to cultural diversity, persons with disabilities, and the varied socioeconomic backgrounds of those the District serves
- Applicable federal, state and local codes, laws and regulations
- Principles of managing, training and supervising staff and faculty
- Local cultures and community resources.

## **Abilities**

- Maintain effective working relationships with students, faculty, administrators, staff, and the public
- Create an environment conducive to the development of instructional and service innovations
- Demonstrate commitment to participatory approaches to governance
- Exercise group leadership skills which emphasize collaboration, consensus building, conflict resolution, and problem solving
- Model and promote a positive, learning-centered philosophy and student-focused attitude toward service delivery
- Contribute positively to the student development leadership team
- Interpret, apply and comply with regulatory requirements
- Direct, coordinate and evaluate the work of others
- Develop and manage budgets
- Direct, organize, coordinate, and administer a variety of programs related to counseling and student development
- Communicate effectively, both orally and in writing
- Establish and maintain good community relations and deliver effective public presentation

## **Physical Abilities**

Requires light walking and standing and lifting of light weight materials (less than 20 pounds). Requires sufficient arm, hand, and finger dexterity to operate a personal computer keyboard, typewriter, and other office equipment. Requires visual acuity to read words and numbers and speaking and hearing to communicate in person or over the phone.

## **Education and Experience**

Bachelor's degree or equivalent from an accredited college or university and two years of experience in a student services area.

## **Licenses and Certificates**

Valid CA Drivers license.