

College of the Redwoods

Position Description

Position: Pelican Bay Program Manager	Position Number:
Department: Pelican Bay	FLSA: Exempt
Reports to: Program Dean	Salary Grade: 125

Summary

Under the general direction of the program Dean, the Pelican Bay Program Manager will oversee the day to day operation of the Pelican Bay Scholars Program. This position will manage strategic planning related to student success, retention and transfer, collaborate with California Department of Corrections and Rehabilitation (CDCR) personnel to provide program support, and work with other California Community College programs serving incarcerated students within CDCR in advocacy efforts. 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 promote effective student support services in compliance with State and Program requirements.

Essential Duties and Responsibilities

- Provide leadership and guidance to staff assigned to the program/department within a collaborative, inclusive, and participatory decision making environment.
- Promotes a collegial atmosphere within the department and throughout the District.
- Oversee services and activities designed for student support
- Serves as a Pelican Bay program advocate
- Collaborate with other management personnel, faculty and staff to develop training opportunities that support student success and employee retention.
- Maintain relationships with external partners and organizations.
- Maintain understanding of current laws, concepts, research, and practices related to area of responsibility through engagement with other similar programs and related professional organizations.
- Assures compliance with state requirements in assigned program areas.
- Meet on a regular basis with other internal and external administrative and management personnel for planning, idea sharing, issue resolution, and operational planning and communication.
- Maintains accurate records, files, databases. Prepares reports and presentation materials.
- Performs other duties as assigned to support the overall objective of the position.

Qualifications

▪ Knowledge and Skills

- Knowledge of the philosophy and mission of the California community college system and the specific, related categorical programs, and the role played by student support services in fulfilling those missions.
- Techniques for dealing with individuals from diverse academic, ethnic, socioeconomic, and cultural backgrounds.
- Knowledge of higher education and other related policies that govern student services program inside and outside of carceral settings.
- Program management principles and practices, including program planning, development, implementation, and evaluation.
- Effective management and leadership skills.
- Computer applications related to the work.
- Standard office practices and procedures; including recordkeeping, filing, and the operation of standard office equipment.

▪ Abilities

- Maintain effective working relationships with students, staff, faculty, other managers/administrators, and program/community partners.
- Compile, organize, and interpret complex data.
- 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.
- Deliver effective public presentations

▪ Physical Abilities

Requires sufficient ambulatory ability to get to off-campus locations; to stand and walk for extended periods of time; bend and stoop on an intermittent basis; to carry or lift light to medium weight objects on a frequent basis (up to 50 lbs).

unassisted). Requires hand-arm-eye coordination to operate a personal computer keyboard. Requires visual acuity to recognize words and numbers. Requires auditory ability to carry on conversations in person and over the phone and to project voice to small groups.

▪ **Education and Experience**

Bachelor's Degree from a regionally accredited institution plus two years' work experience in a student services and/or carceral setting. Master's Degree preferred.

▪ **Licenses and Certificates**

Valid CA Driver's License (or equivalent) and the ability to obtain and maintain clearance for entry into California Department of Corrections and Rehabilitation (CDCR) institutions and receive a CDCR contractor ID card.