

CHABOT-LAS POSITAS COMMUNITY COLLEGE DISTRICT

PROGRAM COORDINATOR – CALWORKS

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under direction, oversee and coordinate the day-to-day operations of the CalWORKs program including performing a variety of para-professional, technical, administrative, and complex office support work related to enhancing services for students including CalWORKs, foster youth, and students who are homeless or at-risk of becoming homeless; assume responsibility for program coordination, implementation, outreach, monitoring, tracking, and reporting; establish and monitor program budgets; coordinate with administration, faculty, staff, and community members to enlist support, cooperation, and participation in appropriate activities related to assigned program(s); and serves as a resource and liaison for students including CalWORKs, foster youth, and students who are homeless or at-risk of becoming homeless.

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. Coordinate the daily services and activities of the CalWORKs program and activities related to foster youth and students who are homeless or at-risk of becoming homeless.
2. Develop the CalWORKs program plan and budget; coordinate budget planning activities and monitor expenditures; prepare monthly budget reports and year-end accountability report; serve as a liaison for both internal and external departments and agencies.
3. Develop, recommend, and implement program plans and objectives; coordinate delivery of service to program participants; ensure participation guidelines are followed.
4. Ensure program expenditures are within allocated budgets and program activities comply with program standards, the CalWORKs Program Plan, and compliance requirements; research potential programs/grants for foster youth and students who are homeless or at-risk of becoming homeless.
5. Conduct intake and orientation to incoming students; determine students' eligibility for the program; conduct needs assessments; refer students to appropriate resources.
6. Coordinate child care component of program including eligibility and expenditure of funds.
7. Maintain records of student program completion and job attainment.
8. Coordinate with staff in designing and implementing recruitment strategies to support program goals and objectives and to strengthen collaboration with other programs.
9. Provide orientation and training to new employees when assigned; assign, schedule, train, and provide work direction to office staff and student workers as assigned; prioritize work assignments; review and validate completed work for accuracy.
10. Develop and maintain a variety of materials used in program literature, marketing, website, social media, catalogs, and brochures for assigned program(s).

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11. Coordinate outreach efforts to enhance awareness of program services and to increase student participation in assigned program(s).
12. Establish appropriate linkages to special populations and/or community groups served; promote programs through participation in advocacy groups, associations, and other local, regional, or national organizations.
13. Outreach to and coordinate with community partners that serve students including foster youth and students who are homeless or at-risk of becoming homeless to strengthen the pipeline and referral to the college.
14. Provide regular reports to management and federal and state agencies as requested; participate in program review; ensure program compliance with federal and state program guidelines.
15. Conduct regular meetings to communicate, review, and revise program guidelines.
16. Serve as liaison between community organizations, program personnel, participants, clients, administrators, faculty, and students; provide information, program requirements, and other pertinent information.
17. Collaborate with other college programs such as EOPS/CARE, Financial Aid, and other student services programs to support integration of services.
18. Coordinate job development on and off-campus for assigned program; coordinates placement of students in CalWORKs job pool or federal work study positions.
19. Develop workshop materials, promotional materials, and other program documentation.
20. Perform related duties as required.

MINIMUM QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

1. Principles and practices of program planning and implementation.
2. Principles, practices, and procedures of business letter writing and report preparation.
3. Pertinent state, District, and College policies, procedures, and regulations.
4. Problem solving techniques and resources.
5. Principles, practices, and procedures of fiscal, statistical, and administrative record keeping.
6. Principles and practices used to establish and maintain files and information retrieval systems.
7. Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
8. Principles and techniques used in public relations.
9. Basic research methods and techniques.
10. English usage, vocabulary, spelling, grammar, and punctuation.
11. Basic mathematical and accounting principles.
12. Interpersonal skills using tact, patience, and courtesy.
13. Oral and written communication skills.

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Ability to:

1. Coordinate and direct programs, activities, and operations of the CalWORKs Program.
2. Carry out work objectives in an organized, efficient, and timely manner without immediate supervision.
3. Perform detailed, complex, and specialized technical, programmatic, and administrative support duties involving the use of independent judgment and personnel initiative with speed and accuracy.
4. Recommend and implement goals and objectives for providing various programs and operations.
5. Understand, interpret, and apply general and specific administrative and departmental policies and procedures as well as applicable federal, state, and local policies, laws, and regulations.
6. Research information using own initiative; organize, assimilate, and analyze information.
7. Respond tactfully, clearly, concisely, and appropriately to requests and inquiries from the general public, students, District staff and faculty, or other agencies.
8. Advocate on behalf of students.
9. Prepare a variety of clear and concise reports.
10. Plan and organize work to meet schedules and changing deadlines.
11. Work under steady pressure and frequent interruptions and a high degree of public contact by phone or in person.
12. Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
13. Adapt to changing technologies and learn functionality of new equipment and systems.
14. Utilize tact, patience, and courtesy to provide the highest level of customer service.
15. Analyze situations and problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
16. Establish and maintain various data collection, record keeping, tracking, filing, and reporting systems.
17. Plan, organize, implement, coordinate, and evaluate programs.
18. Deliver presentations to various audiences.
19. Work independently and effectively in the absence of supervision.
20. Communicate clearly and concisely, both orally and in writing.
21. Establish and maintain effective working relationships with those contacted in the course of work.
22. Work with and exhibit sensitivity to and understanding of the varied racial, ethnic, cultural, sexual orientation, academic, socio-economic, and disabled populations of community college students.

Minimum Education & Experience - *Any combination of the following would provide a typical way to obtain the required knowledge and abilities.*

Education/Training:

A Bachelor's degree from an accredited college or university with major course work in social sciences, liberal studies, business administration, public administration, or a related field.

Experience:

Three years of increasingly responsible administrative, technical, and/or programmatic experience, preferably in outreach, program development, or in an educational institution.

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.

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.

Adopted by Board of Trustees on June 20, 2017

Effective: June 21, 2017

Job Family: Technical - Paraprofessional

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