

PROGRAM MANAGER, BASIC NEEDS AND WELLNESS

BASIC FUNCTION

Plans, organizes, manages, evaluates, and provides administrative direction and oversight of the functions and activities of the assigned college's Basic Needs and Wellness (BNW) program; develops and manages the BNW program, including program evaluation and compliance/reporting; oversees and manages the program budget; and develops partnerships with internal college departments and programs and community resources to provide solutions addressing basic needs and wellness insecurity affecting student success and persistence.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the area administrator. Supervises and directs the work of permanent and temporary District personnel.

CLASS CHARACTERISTICS

This management classification is responsible for administering the assigned college's BNW program, including hiring and managing permanent and hourly staff, and administering related grants and budgets. Incumbents ensure the delivery of services to students in need, maintain grant funding activities, and associated activities. Positions in this classification are responsible for managing the assigned program and staff in order to achieve program goals and outcomes.

EXAMPLES OF TYPICAL JOB FUNCTIONS

The duties listed below are only intended as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Plans, develops, and oversees the resources, programs, events, and services to support students' basic needs and overall wellness, including housing, food, psychosocial needs, and employment; establishes local and regional collaborative relationships and partnerships with business entities, community organizations and non-profits, and local educational agencies; implements and ensures that all grant and partnership agreement rules, contract language, and outcomes are met.
2. Plan, manage, and oversee the day-to-day operations of the Basic Needs and Wellness Center; coordinates with other campus student support departments and program areas to connect at risk and in need students to available services; ensure activities and operations comply with basic needs and wellness program requirements.
3. Develops and implements goals, objectives, policies, and priorities for the basic needs and wellness program areas, in alignment with department and college goals and policies; 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.
4. Directs and participates in the development, administration, and oversight of the program budget; monitors program expenditures from multiple funding sources to ensure compliance with established laws, regulations, and funding requirements.
5. Directs and oversees college-wide food pantry efforts, including staffing and work direction 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.

6. Plans, organizes, schedules, and conducts orientations, workshops, seminars, class presentations, meetings, and other activities related to the basic needs and wellness 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.
7. Develops and 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.
8. Serve as a representative on various committees and other basic needs and wellness related projects associated with the program; identifies and expands on existing partnerships between departments, colleges, and organizations.
9. Develop and facilitate training, information, assistance, referrals, and case management services regarding the basic needs and wellness program area to students, staff, and the general public; ensures students are referred to appropriate support services and interprets and explains program applications, policies, procedures, requirements, and restrictions; develops promotional and informational materials for distribution on and off campus; maintains assigned resource material and library.
10. Collects program data to assess the persistence of program participants; assesses, monitors, and tracks the needs of special population and Equity programs; recommends new initiatives and/or program partnerships according to identified needs; contributes to short and long-term department goals; implements maintenance of required records and statistical data; compiles and evaluates data, and prepares and submits reports regarding program activities.
11. Establishes and maintains program records including student records; develops systems and procedures to ensure the appropriate maintenance of complex, interrelated files containing confidential student information.
12. Perform other related duties as assigned; specific duties not listed does not exclude them for this classification if the work is similar or related.

QUALIFICATIONS

Knowledge of:

1. Student services policies, procedures, and practices in higher and K-12 education;
2. Community organizing and support building;
3. Interpersonal communication strategies;
4. Psychosocial issues affecting student success in higher education;
5. Basic supervisory or leadership principles;
6. Demonstrated knowledge of and implementation of diversity, equity, inclusion, and antiracism efforts in an educational setting.
7. Screening and interviewing techniques for the purpose of determining program eligibility for students from diverse ethnic and socio-economic backgrounds.
8. Pertinent federal, state, and local laws, codes, and regulations including applicable sections of the State Education Code and other legal requirements related to the basic needs program.

Ability to:

1. Understand, interpret, and apply college policies, rules, and regulations;
2. Develop policies, procedures, and guidelines for students;
3. Supervise, coordinate, and plan the work of staff;
4. Effectively communicate, orally and in writing, with a diverse student population and college

community;

5. Present to community organizations, students, private partners, and related groups concerning the basic needs and wellness program;
6. Utilize and leverage technology to communicate with students;
7. Demonstrate clear evidence of sensitivity and understanding of the diverse academic, socio-economic, disability, and ethnic backgrounds of students, staff, and the community.
8. Maintain program budget and expenditure oversight;
9. Communicate in a friendly and helpful manner to students in distress and/or in need of assistance;
10. Establish and maintain effective relationships with students, faculty, staff, and the community;
11. Understand student needs and make appropriate and timely referrals.

Education and Experience:

A bachelor's degree from an accredited college in social sciences, social services, public or higher education administration, or a related field and three years of progressively responsible experience working in a community agency, community college, or other public educational setting addressing basic needs or related services, including planning and implementing programming, and six months of formal or informal supervisory experience. A master's degree in the above listed educational areas is preferred.

LICENSES/CERTIFICATIONS:

Possession of a valid driver's license and must have, and be able to maintain, a driving record acceptable to the District's insurance carrier.

PHYSICAL DEMANDS

Must possess the mobility to work in a standard office setting and use standard office equipment, including computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This classification primarily works in an office and standing in and walking between work areas is occasionally required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

The functions of this classification must be performed by the incumbent with or without reasonable accommodations.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employee may be required to travel in the course of performing the duties of their position. Employees may interact with upset students/clients,

staff, and related personnel in the course of performing their duties. The Riverside Community College District is an equal opportunity employer and recognizes the need to provide reasonable accommodations to employees with disabilities. For more information, contact (951) 222-8039