

FEATHER RIVER COMMUNITY COLLEGE DISTRICT

570 Golden Eagle Ave., Quincy, CA 95971
(530) 283-0202, ext. 257
www.frc.edu

Director of Student Empowerment Programs

DEFINITION:

Under the direction of the Vice President of Student Services, provides responsibility for and oversight of several categorically funded support programs, including Basic Needs, CalWORKs, NextUp, Veterans, and Undocumented students, for the small student populations that meet program qualifications.

DISTINGUISHING CHARACTERISTICS:

This job is distinguished from other jobs by its focus on program management and coordination for the various responsibilities, requirements, and tasks associated with the specific program and service.

CLASSIFICATION:

- FLSA Exempt
- Classified Management
- Date Modified: February 2023

ESSENTIAL DUTIES: The following duties are typical of those performed by employees in this job title; however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

- Provides responsibility, oversight, and compliance with state and federal laws as well as college policies and procedures for all Empowerment Programs, including reporting, funding, resource allocation, and tracking

- Initiates and tracks expenditures of funds to ensure compliance with the legal requirements in the Education Code, annual State Budget Act, guidelines issued by the Chancellor's Office, and compliance with the annual audit.
- Counsels, advises and assists students on a variety of school, personal and program-related issues, decisions, and processes
- Collects required data on each student program participant, prepares and submits required reports, forms, and program plans to the Chancellor's Office as specified by law and Chancellor's Office policies
- Organizes workshops, orientations, and trainings for the various empowerment programs and organizes outreach activities for prospective program participants
- Oversees program promotion regarding the types of services available on campus and in the community, maintains web pages and other program informational material
- Works collaboratively with the Financial Aid Office on funding and program eligibility for each unique program
- Coordinates and performs required support for all functions of the Veteran Resource Center, including overseeing the daily operations and utilization of the space
- Serves as backup Veterans Certifying Official, monitors ongoing status of veteran benefit recipients, and ensures enrollment requirements are maintained
- Verifies eligibility and posts VA awards, assists Veteran students and dependents in completing forms and obtaining required documentation for benefits, monitors ongoing status of students to ensure compliance with veterans regulations
- Determines eligibility for program services and benefits; provides assistance with fees and books, and supplies for qualifying students
- Identifies appropriate resources and services within the college and community and assists students by arranging appointments, assisting with applications, discussing with referral agencies or individuals, etc.
- Makes presentations to various groups to promote program utilization and understanding of issues related to the program and the individuals it serves;
- Serves as liaison with and represents the college to external agencies on matters related to services for or needs of specific students, program funding, inter-agency program cooperation, referrals, and other cooperation and coordination;
- Serves as an advocate and liaison with college staff regarding student needs, assistance, status and progress, special accommodations or needs, and related program matters
- Identifies, obtains, and maintains special resources for students/clients served and staff, such as videos and books
- Provide supervision of program staff, including selection, training, coordination of tasks, assignments of priorities, problem resolution, and performance evaluations;
- Attends, conducts and/or participates in a variety of committees and meetings;
- Perform related duties as assigned.

Knowledge of:

- Federal, state, and other regulations pertaining to student support programs within higher education
- Principles and practices of program budgeting and monitoring

- Principles and practices of supervision, including work planning, direction, and evaluation
- Techniques and methods of data gathering and analysis
- Computer database and network operations, including student information systems
- Common life and educational challenges faced by program participants

Skill in:

- Reading, interpreting, and applying regulations, policies, and procedures
- Communicating effectively with people from diverse backgrounds, including low-income, first-generation college students, single parents, minorities, and re-entry students
- Sensitivity to the diverse academic, socioeconomic, disabilities, cultural and ethnic backgrounds of community college students and staff
- Planning, developing, and executing effective marketing and outreach programs, campaigns, and strategies
- Planning, supervising, and evaluating the work of others; in a college educational setting, preferred
- Interpreting, explaining, and describing college policies, programs, facilities, and the community setting to diverse student populations; developing and maintaining current knowledge of same for various surrounding colleges
- Establishing quick rapport and establishing and maintaining effective working relationships with those contacted in the course of work;
- Exercising sound independent judgment within established guidelines
- Working independently with minimal supervision and handling multiple tasks simultaneously.

MINIMUM QUALIFICATIONS:

Education & Experience:

- Bachelor's Degree in a Social Science or other closely related field or
 - 4 years of experience directing programs, including program planning, development, implementation, and evaluation.
- Basic budgeting principles and practices
- Standard office practices and procedures, including computer applications, recordkeeping, filing, and the operation of standard office equipment
- Demonstrated sensitivity to and understanding of the diverse academic and socio-economic, cultural, disability, and ethnic backgrounds of community college students and staff

DESIRABLE QUALIFICATIONS: A combination of education and experience equivalent to:

- Master's Degree in a Social Science or other closely related field
- Experience working with the veteran population and understanding the resources available to Veterans
- Military service preferred
- Experience working with current and/or former foster youth populations and understanding needs and resources
- Academic Advising Experience
- Experience working at a community college or with community college partners

PHYSICAL CHARACTERISTICS: The physical abilities involved in the performance of essential duties are:

- Manual dexterity to operate keyboards and manipulate papers
- Speech and hearing to communicate effectively in individual and group settings
- Vision to read text, forms and computer screens

This work is performed primarily in indoor settings.