



**Classification Title: Manager, Basic Needs**

<b>Department:</b>	Student Life and Leadership Services	<b>EEO6 Code:</b>	1
<b>Employee Group:</b>	Administrative Association (Classified Administrator)	<b>Salary Grade:</b>	52
<b>Supervision Received From:</b>	Dean, Student Life and Leadership	<b>Date of Origin:</b>	May 2023
<b>Supervision Given:</b>	Assigned Supervisory, Classified, hourly, and volunteer employees	<b>Last Revision:</b>	July 2023

*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 by individual positions.*

**JOB SUMMARY.**

Conceives, develops, organizes, implements, evaluates and manages a full range of administrative, programmatic and technical functions and services for students through the Basic Needs Program, including food, housing, case management, behavioral health, employment, counseling services, and other related areas; coordinates with campus and community organizations to obtain resources for students and to promote student success, retention and completion by removing barriers to their education; and performs a full range of complex program management and support duties to promote and advocate the Basic Needs Program.

**DISTINGUISHING CHARACTERISTICS.**

The Manager, Basic Needs is distinguished from the District's other managerial classes in the Student Services division by its responsibility for the management of the Basic Needs Program.

**ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.**

Essential responsibilities and duties may include, but are not limited to, the following:

1. Performs full supervisory activities in accordance with relevant District policies, procedures, and applicable employee contracts/handbooks, which includes selecting and training new employees; planning, assigning, scheduling, and evaluating completed work; approving overtime/compensatory time; preparing and signing employee performance evaluations; recommending salary reclassifications; responding to grievances and taking appropriate disciplinary action; and performing related supervisory activities.
2. Provides leadership and direction to address struggling or at-risk students' basic needs by developing and utilizing a case management model offering a portfolio of services that includes facilitating access to food and housing resources; referring students to behavioral health assistance; distributing emergency resources, when needed; breaking down barriers and building trust; creating beneficial on- and off-campus partnerships; and connecting students to internships and job opportunities.
3. Develops goals, objectives, policies and priorities for the Basic Needs Program areas; researches, implements and administers basic needs policies, procedures and business practices; develops and maintains handbooks, forms and related policies and procedures.
4. Oversees and directs the staff and operations for the Basic Needs Program and at the Anita & Stan Maag Food and Nutrition Center.

5. Develops and nurtures collaborations with off-campus/community partners providing basic needs services, including Alliance for Regional Solutions, North County Food Council, San Diego & North County Food Bank, and Jewish Family Services.
6. Develops, implements, monitors and reviews the budgets and program expenditures for the Basic Needs Program area.
7. Develops, researches and prepares a variety of statistical and analytical reports and studies relevant to the Basic Needs Program.
8. Collaborates with constituents regarding programs and policies relating to diversity, equity, inclusion, antiracism, social and racial justice and interventions; makes recommendations in support of the Basic Needs Program.
9. Ensures confidential student records are maintained in compliance with federal, state and District regulations.
10. Prepares and delivers oral presentations and workshops on topics related to the Basic Needs Program to internal groups including, but not limited to, the District's shared governance groups, Governing Board, executive administration, and to external groups at conferences and other events.

**Marginal Functions:**

1. Participates in/on a variety of committees, task forces, boards, meetings and other related groups to receive and convey information.
2. Performs related duties and responsibilities as required.

**QUALIFICATIONS.**

**Knowledge of:**

1. Management principles and practices, including selection, training, evaluation and discipline.
2. Pertinent federal, state and local codes, laws and regulations, including the California Education Code and applicable sections of Title 5 of the California Code of Regulations.
3. Practices, policies and procedures relevant to the Basic Needs program.
4. Student retention programming and initiatives that address students in distress and/or crisis.
5. Non-clinical case management practices and techniques.
6. Procedures, methods and techniques of budget preparation and maintenance.
7. Public and community relations principles, including the use of tact, patience and courtesy.
8. Principles and practices of data collection, research and report preparation.
9. Modern office procedures, methods and equipment, including computers and applicable software programs relevant to assigned area of responsibility.
10. Effective public speaking techniques.
11. Community college programs, services, operations and activities.
12. Proper English usage, spelling, grammar and punctuation.

**Skill in:**

1. Selecting, supervising, training, delegating tasks to, and evaluating staff.
2. Applying pertinent federal, state and local codes, laws and regulations including the California Education Code, applicable sections of Title 5 of the California Code of Regulations.

3. Interpreting, applying, and explaining complex rules, regulations, policies, and procedures, including information of a highly technical nature.
4. Compiling, organizing, analyzing, and interpreting complex data and information from a variety of sources.
5. Preparing clear and concise reports.
6. Developing and maintaining a budget.
7. Preparing marketing and outreach campaigns and developing associated materials.
8. Operating modern office equipment, including computers and software programs applicable to assigned area of responsibility.
9. Communicating clearly and concisely, both orally and in writing.
10. Coordinating events and activities effectively with other individuals and organizations.
11. Managing multiple responsibilities simultaneously.
12. Assessing difficult situations with accuracy and adopting effective courses of action.
13. Working independently with infrequent supervision.
14. Establishing and maintaining effective working relationships with those contacted in the course of work.
15. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, cultural, physical or mental disability, gender, gender expression, gender identity, medical condition, nationality, race, sex, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.

### **Experience and Training Guidelines**

Any combination of experience and education/training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

#### **Experience:**

Four years of experience in one or more of the following areas: social work, counseling/advising, student life, student success, and/or non-clinical case management, including one year of supervisory experience.

#### **Education/Training:**

Equivalent to a bachelor's degree in education, sociology, social work, or a related field from an accredited college or university.

#### **Licenses/Certificates:**

Possession of a valid, appropriate California driver's license by time of appointment.

#### **Preferred Qualifications:**

1. Related experience in higher education.
2. Experience with high-risk populations.

### **WORKING CONDITIONS.**

#### **Environmental Conditions:**

Office environment; exposure to computer screens, noise and electrical energy; extensive contact with faculty, staff, students, and the public; interactions with hostile and/or frustrated individuals.

#### **Physical Conditions:**

Essential and marginal functions may require mental and physical fitness requirements necessary to perform the job functions with or without accommodation. Requires frequent travel to other District locations.

**TERMS OF EMPLOYMENT.**

The duration of any fully restricted funded position in this classification is dependent upon the continuation of funding.