

March 2023

SANTA BARBARA COMMUNITY COLLEGE DISTRICT

CLASSIFICATION: CLASSIFIED MANAGER

CLASS TITLE: BASIC NEEDS COORDINATOR

SALARY TABLE: 30

SALARY RANGE: 138

BASIC FUNCTION:

As directed by an assigned administrator, the Basic Needs Coordinator in support of students and community members will plan, organize, and coordinate assigned functions, activities, and services of the basic needs program at Santa Barbara City College (SBCC). The Basic Needs Program includes SBCC's Food Pantry, Love's Clothing Closet, and the CalFresh Application Assistance Program. The Basic Needs Coordinator will coordinate and facilitate the operations and communications within the Basic Needs Program and will supervise and evaluate assigned personnel in the Basic Needs Centers located within the District.

REPRESENTATIVE DUTIES:

Oversee the development of resources, programs, events, and services to support students' basic needs including housing, food, mental health, and employment.

Coordinate oversight of the Food Pantry to include ordering, receiving and stocking of inventory and maintenance of food quality controls.

Participate in the administration of the basic needs program area; perform a full range of technical, program support, case management, and clerical duties; coordinate with other departments and program areas; ensure activities and operations comply with basic needs program requirements.

Participate in the research, development and implementation of goals, objectives, policies, and priorities for the basic needs program areas; develop and document procedures including program handbooks and forms.

Establish local and regional collaborative relationships and partnerships with business entities, community organizations, and local educational agencies; partner with food bank affiliates, housing resources, and other non-profit entities to secure resources.

Supervise and evaluate the performance of assigned classified and hourly personnel; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions; coordinate subordinate work assignments and review work to assure compliance with established standards, requirements and procedures; assure employee understanding of established requirements.

Serve as a District representative on various committees and other basic needs-related projects associated with the program including the Basic Needs Task Force, the Santa Barbara County Food Action Network or other committees and projects as directed.

Provide technical information and assistance; interpret and explain program applications, policies, procedures, requirements, and restrictions.

Provide referrals, and case management services to students, staff, and the general public; refer students to applicable community, business, and governmental agencies as well as appropriate student and academic support services offered by the District.

Develop promotional and informational materials for distribution on and off campus; maintain assigned resource material and library.

Understand and ensure compliance with Clery, FERPA, and Title IX law and support services; serve as a mandatory reporter.

Identify operational and administrative problems and issues, recommend alternative solutions and assist in implementation of recommendations.

Develop a calendar of events, workshops, and other scheduled projects related to assigned activities and services; review, update, and inform others of essential timelines; coordinate any assigned activities.

Plan, organize, schedule, and conduct orientations, workshops, seminars, class presentations, meetings, and other activities related to the basic needs program area; arrange and confirm speakers; reserve facilities and make other logistical arrangements as needed.

Participate in event planning and implementation meetings with other District departments and programs, and business and community representatives.

Monitor the program budget; make recommendations regarding allocation of resources and expenditure of funds.

Collect, compile, tabulate, and record narrative, statistical, financial data, and other information as required and in accordance with District and external agency requirements; compile information from various sources and prepare appropriate forms, schedules, and reports.

Compose, format, prepare and distribute correspondence, memoranda, publicity materials, surveys, brochures, flyers, bulletins, reports, presentations, and other materials; create and disseminate outreach materials to support the basic needs program.

Establish and maintain records including student records; collect and process appropriate information; maintain complex, interrelated filing systems; maintain confidentiality of information.

Verify and review materials, applications, records, files, and reports for completeness and conformance with established regulations and procedures.

Utilize electronic technology and various computer applications and software packages to correspond with others, maintain assigned calendars, schedules, and appointments, and maintain and generate reports from a database or network system.

Attend and participate in professional group meetings and workshops; stay abreast of new trends and maintain a working knowledge of information related to area of assignment.

Perform related duties and responsibilities as required.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Basic principles and practices of program development, coordination, and review.

Technical knowledge of business/industry principles and practices for the basic needs program.

Applicable and available campus, community, business, and governmental agencies, departments, services, resources, and programs for students.

Pertinent federal, state, and local laws, codes, and regulations.

State Education Code and other legal requirements related to the basic needs program.

Work organization and office management principles and practices.

Principles, practices, and procedures of research and report preparation.

Principles, practices, and procedures of fiscal, statistical, and administrative record keeping.

Principles and practices used to establish and maintain files and information retrieval systems.

Basic mathematical concepts.

Principles and techniques used in public relations.

Public speaking techniques.

Interpersonal skills using tact, patience, and courtesy.

Office procedures, methods and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Safe food handling procedures.

English usage, grammar, spelling, punctuation, and vocabulary.

Ability to:

Coordinate and oversee the daily operations and activities of the basic needs program.

Perform specialized, technical, and complex programmatic and administrative duties.

Exercise independent judgment and personal initiative.

Learn department and program objectives and goals.

Comply with administrative and office policies and procedures as well as pertinent laws, regulations, and ordinances.

Use technical concepts and basic program management tools and techniques.

Develop recommendations and implement and monitor changes.

Participate in the development and administration of policies and procedures.

Provide specialized assistance, training, and information to students, faculty, administrators, staff, and the public concerning the basic needs program area, functions, and resources.

Coordinate and conduct workshops, seminars, special events, class presentations, orientations, and tours.

Screen, interview, and assess the needs of students from diverse ethnic and socio-economic backgrounds.

Determine best referral and support plan for students.

Establish and maintain partnerships with local businesses and community organizations.

Participate in the preparation and administration of assigned budgets.

Exercise skills that emphasize collaboration, consensus building, conflict resolution, and problem solving.

Research, compile, analyze, and interpret data and information.

Independently compose and prepare written materials related to assigned activities.

Implement and maintain filing and record keeping systems.

Prepare a calendar of events and workshops related to the area of assignment.

Exercise good judgment and discretion in analyzing and resolving confidential, difficult, and sensitive situations.

Train and provide work guidance to others.

Plan, organize, and assign work to meet schedules and changing deadlines.

Adapt to changing technologies and learn functionality of new equipment and systems.

Operate office equipment including computers and supporting word processing, spreadsheet and database applications.

Make arithmetic calculations quickly and accurately.

Understand and follow oral and written instructions.

Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE

Any combination equivalent to a Bachelor's degree in social work, psychology, sociology, or a related field and three years increasingly responsible experience working in a community based social service, community service or a student services-oriented role at a community college or other educational institution.

Sensitivity to and understanding of the diverse racial, ethnic, ability status, sexual orientation, and cultural populations of community college students.

LICENSE OR CERTIFICATE

Valid California driver's license and a safe driving record to drive a District or personal vehicle. Ability to obtain a food handling license.

WORKING CONDITIONS

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:

Indoor work environment.

Driving a vehicle to conduct work.

Variable hours.

Physical:

Dexterity of hands and fingers to operate a computer keyboard.

Seeing to read a variety of materials.

Sitting or standing for extended periods of time.

Hearing and speaking to exchange information and make presentations

Occasionally stoop, bend, kneel, crouch, reach, and twist

Lift, carry, push, and/or pull light to moderate amounts of weight

Created: March 2023