

DIRECTOR, EOPS/CARE/NEXTUP/GUARDIAN SCHOLARS/CALWORKS

JOB DESCRIPTION – ACADEMIC SUPERVISORY

POSITION OVERVIEW

Under the general administrative direction of the designated dean, the Director of Extended Opportunities Programs & Services (EOPS), Cooperative Agencies Resources for Education (CARE), NextUp, Guardian Scholars, and California Work Opportunity and Responsibility for Kids (CalWORKs) is directly responsible for providing leadership, oversight, direction, planning, coordination, and general supervision and evaluation of the EOPS related programs, staff, and faculty.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are essential for this position and illustrate the 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. Provide leadership for the direction, planning and administration of the area's student support services and educational programs including oversight of the annual department planning process.
2. Provide leadership for the development of new or modified programs and services and the development of strategies and activities that encourage and foster innovation to increase the number of EOPS/CARE/NextUp/Guardian Scholars/CalWORKs students who are prepared to complete academic goals on time successfully.
3. Responsible for ensuring compliance with Title V regulations and other related mandates.
4. Create and develop strategies and activities while encouraging and fostering innovation in programs and services in alignment with college and the Vision for Success.
5. Direct, implement, promote, and coordinate the development of new or modified programs and services.
6. Develop budgets and complete annual program plans, goals, and objectives in compliance with district and college regulations.
7. Use analytics regarding EOPS/CARE/NextUp/Guardian Scholars/CalWORKs student satisfaction, retention, and student learning outcomes (SLOs) to improve the quality and comprehensiveness of the EOPS programs and services.
8. Maintain accurate and appropriate records, including MIS data related to EOPS, CARE, NextUp, CalWORKs, and DREAM Services in alignment with regulatory and programmatic guidelines.
9. Develop, maintain, and monitor strict documentation systems related to student applications, student eligibility for program services, student acceptance into the program, student utilization of program services, and continued eligibility for student enrollment.
10. Maintain and modify all record-keeping systems and procedures per state regulations and prepare and complete all related documentation required by the California Community College Chancellor's Office.
11. Coordinate an effective recruitment plan and oversee outreach programs for local schools and community agencies to increase program awareness and participation.
12. Hire, supervise, and evaluate EOPS/CARE/NextUp/Guardian Scholars/CalWORKs counselors and support staff per collective bargaining agreements, employment and promotion selection procedures, and compliance with District policies, rules, and regulations regarding personnel.
13. Oversee the annual EOPS/CARE Advisory workgroup meetings and ensure the workgroup functions appropriately.
14. Resolve student complaints and appeals related to programmatic services. Represents the District at various meetings, workshops, and conferences.

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15. Communicate effectively with staff and students and provide leadership, advice, and counsel to EOPS/CARE/NextUp/Guardian Scholars/CalWORKs students.
16. Collaborate with other service areas to promote successful outcomes for EOPS/CARE/NextUp/Guardian Scholars/CalWORKs students.
17. Perform other duties as assigned.

KNOWLEDGE AND ABILITIES

Knowledge of:

1. Principles, theories, and practices of administration related explicitly to student services available at institutions of higher education.
2. Programs and services designed to foster the academic achievement of students.
3. Principles, theories, and practices of student development and counseling or advising models.
4. Principles and practices of leadership, management, and supervision.
5. State Education Code sections, federal laws and regulations, and district policies related to EOPS/CARE/NextUp.
6. Budget administration, including grant-funded programs.
7. Needs, interests, and concerns of various groups of community college students.
8. Leadership, team building, motivation, and conflict resolution principles.
9. Effective and concise verbal and written communication skills.
10. English usage, spelling, grammar, and punctuation.

Ability to:

1. Demonstrate a sensitivity to, and understanding of the diverse academic, socioeconomic, cultural, and ethnic backgrounds of community college students and personnel, including those with physical or learning disabilities.
2. Develop and implement student services and programs at the community college level.
3. Employ effective outreach, recruitment, and retention strategies in an open-access institution.
4. Provide leadership and direction to faculty and classified staff.
5. Select, assign, orient, train, supervise, counsel, discipline, and evaluate the performance of direct subordinates.
6. Plan, organize, direct, administer, review, and evaluate EOPS/CARE/NextUp programs, services, and activities related to student persistence, successful academic progress, and program completion.
7. Maintain current knowledge of supportive programs and services for various constituencies within the community college.
8. Assure compliance with local, state, and federal laws related to providing instruction and student services on a community college campus.
9. Interpret, apply, and explain rules, regulations, policies, and procedures.
10. Communicate effectively both orally and in writing.
11. Establish and maintain effective and cooperative working relationships.
12. Effectively delegate authority and responsibility to subordinates.
13. Analyze situations accurately and adopt an effective course of action.
14. Ability to work effectively with community groups, educational entities, and government bodies to develop partnerships and coalitions that result in better service to the community and students.

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MINIMUM QUALIFICATIONS

Education and Experience:

- Master's degree from an accredited institution, **and** one year of formal training, internship, or leadership experience reasonably related to the administrator's administrative assignment **or** possession of a valid California Community College Supervisory Credential; **AND**
- Within the last four years, demonstrate two years of experience or the equivalent: (1) In the management or administration of educational programs, community organizations, government programs, or private industry in which the applicant dealt predominantly with ethnic minorities or persons handicapped by language, social or economic disadvantages **or**, (2) As a community college EOPS counselor or EOPS instructor, or have comparable experience in working with disadvantaged clientele **AND**
- Have completed at least six units of college-level coursework predominantly relating to ethnic minorities or people handicapped by educational, language, or social disadvantages.

Desirable Qualifications:

1. Commitment to participatory governance, consensus building, and a team approach to management.
2. Demonstrated experience with budget management and development.
3. Experience in planning and coordinating college-related activities.
4. Awareness of diversity, inclusion, and the importance of cultural sensitivity in working with students from diverse backgrounds and diverse needs.

Board of Trustees Approval Date: August 11, 2025