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| Position: Basic Needs Coordinator (Categorically Funded) | Salary Grade: 21 |
| Department: Basic Needs Center | FLSA: Non-exempt |

Summary

Plans, coordinates, organizes, and performs a variety of technical, secretarial, and clerical support to The Basic Needs Center. The primary responsibility is to act as liaison, consultant, organizer, and key team member with the district and the community in the integration of services, procedures, and protocols to support BCC students with basic needs (e.g., food insecurity, housing and homeless cases, childcare, transportation, clothing, feminine hygiene, mental health, etc.). This position is grant based and is responsible for coordinating, basic needs services and interventional, comprehensive support services, and referral efforts. As a core member of a collaborative care team for students, the coordinator provides assistance leading, coordinating, and performing administrative projects including, overseeing and monitoring the workflow, clerical support and serving as a liaison with other community health and mental care agencies. and clerical support activities performed by a small team in the office. Provides technical support to publications and mandated reporting. Provides assistance with student appointments, group sessions, and initiatives out of the Basic Needs Center. Performs a variety of duties relative to job classification.

Essential Duties and Responsibilities

- Coordinates and performs a variety of specialized duties to support the Basic Needs Center initiatives for the college.
- Provide coordination of The Basic Needs Center’s outreach and recruitment efforts.
- Collaborates with faculty, student services personnel, community agencies, and basic needs and mental health organizations to design and implement services and activities required to achieve program goals.
- Establish local and regional collaborative relationships and partnerships with business entities, community organizations, and local educational agencies pertaining to student basic needs; partner with food bank affiliates, housing resources, and other non-profit entities to support students to secure resources.
- Perform a full range of technical, program support, case management in support of the basic needs program, coordinate with other departments and program areas; ensure activities and operations comply with basic needs program requirements.
- Assists in planning, organizing, and providing a variety of basic needs support services, workshops, and advisory board meetings.
- Assists with the planning, development, and monitoring of basic needs program budgets.
- Provides assistance in the operational and long-range planning for the support of the Basic Needs Center.
- Assists in providing targeted services to specific student groups and programs including basic needs, economically disadvantaged, Foster Youth, Veterans, and other at-risk populations.
- Provides assistance in the planning, development, implementation, evaluation, and coordination of the College’s Basic Needs Center master plan. Assist in data collection and data entry for the assessment of how the College is meeting the objectives within the plans.
- Coordinate the planning, design, and implementation of basic needs program elements that support service delivery; participate in processes to define scope and schedule of services and activities; participate in implementation processes.

- Provide technical information, assistance, referrals, and case management services regarding the basic needs program area to students, staff, and the general public.
- Organize, prepare, and maintain a variety of records, statistics, and reports related to the Basic Needs Center.
- Assist with the collection and analysis of data for program review and assessment of student learning and service area outcomes.
- Prepares and delivers advertisements, brochures, newsletters, and informational materials and provides oversight of social media, webpages, and links to promote interest in Basic Needs Center services. Develop and maintain handbooks, forms, and related policies and procedures.
- Participate in regional and state-wide basic needs organizations/conferences.
- Maintain a database of basic needs services and resources.
- Attend special events on and off campus related to basic needs.
- Keeps informed of present and pending laws, rules, regulations, and interpretations pertaining to basic needs in order to apply them to student situations.
- Provides assistance in the coordination of student success efforts with Student Services, Academic Affairs and other appropriate departments.
- Assists in the monitoring of the College's Early Alert system for Mental Health Referrals.
- Assist with completing various Basic Needs reports, and plans required by the State Chancellor's Office utilizing SPSS, Argos, MIS reports, Banner reports, and other reporting software.
- Coordinate with counseling to provide intrusive basic needs interventions to student groups; sends notifications to target student groups to promote basic needs on campus.
- Plan: assist in the collection and entry of data to ensure student contacts are captured.
- Work with the Public Information Officer in the internal and external promotion of the multiple and varied Basic Needs Center programs and services as directed.

Knowledge and Skills

- In-depth knowledge of basic needs programs and resources.
- State funded programs and resources encompassing at risk groups, including socially and economically disadvantaged students.
- Working knowledge of higher education certificate and degree requirements that accommodate disadvantaged students.
- Social and cultural programs that can enhance student retention and success.
- Requires math skills to monitor a budget and prepare inventories.
- Requires professional writing skills sufficient to prepare marketing-oriented materials and correspondence
- Knowledge of Community college policies, evaluation procedures, and graduation requirements as well as college catalogs, course descriptions and content, and course numbering and grading systems as it pertains to Admissions and Records processes and procedures.
- In-depth knowledge of procedures and methods involved in the evaluation of basic needs.
- Working knowledge of common office productivity software such as student databases, word processing, spreadsheets, and presentation graphics.
- General knowledge of modern office practices, procedures and equipment, including computerized student records systems and standard record-keeping techniques.
- Laws, regulations, policies and procedures required to perform the duties of this position.

Abilities

- Perform a variety of duties related to the evaluation of student basic needs.
- Perform and complete intricate technical work with accuracy in a timely fashion.
- Plan and organize work to meet scheduled deadlines and timeframes.
- Maintain accurate, up-to-date records and prepare reports as requested.

- Requires the ability to carry out all activities of the position.
- Requires the ability to assure smooth flow of information to, from and within the campus.
- Requires the ability to process admissions, student data, and administrative data on a timely basis.
- Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person. Establish and maintain cooperative and effective working relationships with others, including those from diverse academic, socioeconomic, cultural, ethnic and disability backgrounds.
- Requires the ability to interpret and explain policies and procedures.
- Requires the ability to communicate with faculty, staff, students and the public using patience and courtesy, and in a manner that reflects positively on the college.

Physical Abilities

Requires the ability to move to varying locations. Requires ambulatory ability to operate a personal computer keyboard and audio-visual presentation equipment. Requires occasional lifting of lightweight materials. Requires visual acuity to drive a car and to read words and numbers. Requires auditory ability to carry on conversations and speak to small groups.

Education and Experience

Any combination of education and experience equivalent to an associate degree in a psychology, sociology or related field and two years of related experience in student advisement. Bachelor's degree preferred. Additional higher education may substitute for some experience.

Board Approved: November 20, 2024