

POSITION DESCRIPTION

TITLE	Program Director Community and Social Resources
POSITION NO.	502749
LOCATION	Providence
REPORTS TO	Dean Students
GRADE	PSA 14
WORK SCHEDULE	Non-Standard: 35 hours per week
SUPERVISION	
LIMITATION (if applicable)	N/A
REVISION DATE	February 2022

JOB SUMMARY:

Reporting to the Dean, Office of Opportunity and Outreach, the Program Director is responsible for the overall development, planning, administration, and day-to-day management of the CSR program; ensures compliance with all aspects of federal, state, and CCRI regulations pertaining to programs. Provides leadership to program staff. Oversees and coordinates all planning and execution of services provided to participants.

DUTIES AND RESPONSIBILITIES:

Commitment to CCRI's Mission:

- Demonstrate a commitment to the philosophy and mission of a comprehensive community college.
- Work collaboratively with others in a diverse and inclusive environment.
- Work collaboratively in a diverse, inclusive and student-centered environment, with students of various learning styles, cultures, identities, and life-experiences.
- Work collaboratively with others and provide quality customer service in a diverse and inclusive environment.

Administrative:

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- Oversee program planning and assessment for program including goals and objectives, annual progress reports and participant enrollment into programs.
- Establish and supervise the operation of CSR program management information systems.
- Ensure proper and timely reporting and disseminate reports to external and internal stakeholders.
- Work with Institutional Advancement, Institutional Research and other departments to support the development of CSR services.
- Keep the Dean, Office of Opportunity and Outreach, abreast of all major developments in the CSR program.

Leadership/Management:

- Establish working relationships and agreements with internal and external partners, departments and agencies that serve the CSR population.
- Represent the College and department at appropriate state meetings and planning sessions as they relate to assigned areas of responsibility.
- Recruit, hire, lead and supervise CSR personnel.
- Participate in Opportunity & Outreach leadership team meetings, serve on college committees and participate in a variety of college-wide meetings and activities as necessary and appropriate to promote the CSR program.
- Ensure the CSR program is up to date on student trends/needs and assists in program research and relationship building to ensure the office is capable of responding to student needs as they arise.
- Conduct information/in-service training sessions for staff regarding program objectives, reporting requirements, policies, and procedures of the CSR program.
- Promote continuous learning and professional development for all CRS staff by participating in local, regional, and national conferences and training opportunities.
- Ensure CRS staff responsibilities align with college strategic goals, policies and procedures, and applicable governing and/or collective bargaining units.
- Conduct regular performance evaluations to ensure continuous improvement and identify opportunities for growth.
- Promote a positive and inclusive work environment that supports the professional growth of staff while championing a commitment to service excellence and student retention.

Student Support:

- Provide benefits counseling, case management, outreach, advocacy and referrals.
- Conduct and supervise intake and assessment for students and all case management activities.
- Manage the flow of students into the Community and Social Resources office and facilitate referrals to partnering service providers.
- Oversee and ensure that the proper documentation of all student data including client contact, referrals, and outcomes are entered into the case management database in an accurate and timely manner.
- Collaborate with Financial Aid, Advising and Counseling and other Student Services Departments in order to maximize efforts and meet goals.
- Maintains knowledge of best practices, new developments and innovative enrollment strategies in community colleges and higher education; recommend changes to maintain relevance of programs and services to meet student and institutional needs.
- Work collaboratively in a diverse, inclusive and student-centered environment, and with students of various learning styles, cultures, identities, and life-experiences.
- Perform other related duties as required.

LICENSES, TOOLS, AND EQUIPMENT:**ENVIRONMENTAL CONDITIONS:**

This position is not substantially exposed to adverse environmental conditions.

REQUIRED QUALIFICATIONS:

- A Master's degree. Formal study in counseling, social work or education preferred.
- Five or more years of counseling and/or direct service social work.
- At least five years of supervisory experience.

PREFERRED QUALIFICATIONS:

- Excellent interpersonal, verbal, and written communication including speaking and presenting to external and internal audiences.
- Experience in customer service and/or direct delivery of student services
- Experience and a level of comfort delivering training material
- Resourcefulness in identifying support services for students.
- The ability to form strong partnerships with a range of organizations/supports, including legal, financial and tax service providers as well as resource partners on campus and across the community.
- A strong network of relationships with the service provider community
- Experience working with in a community college environment
- Experience with and commitment to working with low-income families and individuals.
- Demonstrable commitment to diversity, social justice, and inclusivity.
- Excellent time management, organizational and computer software skills. A positive, proactive, and optimistic work style.
- Lead with integrity, ethics, compassion, and intercultural humility.
- Demonstrated ability to motivate and manage energetic, outcome-oriented teams.
- Ability to travel to meetings, trainings and off-campus project locations.
- Demonstrated self-starter and-ability to work with minimal supervision
- Bilingual Spanish/English
- A passionate commitment to educational opportunity and the mission

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.