



## Director, Outreach and Educational Partnerships

Management Range: I 8

Board Approved: 07/11/2019

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*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 within the job; however, any additional duties will be reasonably related to this class.*

*This is a categorically funded position and is subject to the availability of funds.*

### **SUMMARY DESCRIPTION**

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Under the administrative direction of the assigned Dean, the Director, Outreach and Educational Partnerships provides leadership, management, and overall coordination for first year and transition programs across campus. The department supports services, workshops, and extra-curricular activities/events designed to assist first-year students with the successful transition into college. This position is responsible for the overall supervision, development and implementation of aspects of the new student's transition into the college, including program planning, administering service learning opportunities, outreach, recruitment, summer bridge, program implementation, outreach events planning, and assessment supporting student retention. The position works with high school dual enrollment/College and Career Access Pathways (CCAP) partners and appropriate instructional and student services departments to coordinate academic offerings and programming.

### **REPRESENTATIVE DUTIES**

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*The following duties are typical for this classification.*

1. Provide leadership and coordination for outreach, and transition services, which includes the SBCCD Free College Promise Program at Crafton Hills College, Testing and Assessment, Outreach and Adult Transition Services, Dual Enrollment/CCAP and other assigned programs.
2. Develop effective partnerships with feeder K-12 and adult education school districts and community organizations to conduct outreach and recruitment efforts to increase enrollment of students in assigned programs.
3. Coordinate partnerships with high school and adult education partners to build effective dual enrollment/CCAP programs.
4. Plan and coordinate with other departments at the college transition and recruitment events such as the college's early matriculation visits to high schools, Arts Day, Senior Day and Roadrunner Rally.
5. Conduct focused outreach and to support recruitment of under-represented groups.
6. Work collaboratively with institutional marketing office to prepare, disseminate, and present information about all assigned programs to internal and external audiences. Oversees development and maintenance of the program websites and brochures.
7. Work with deans, department chairs, and faculty to schedule assigned student success and career Exploration courses for promise students, and schedule dual enrollment/CCAP course sections to meet student needs.
8. Lead the review and update of student learning outcomes and service area outcomes related to College Promise, outreach and transition services and dual enrollment/CCAP programming.
9. Oversee the development and management of the first-year and Free College Promise advising and mentor program in communication, cooperation and collaboration with deans.
10. Collaborate with faculty, to determine tutoring, learning assistance, interventions, and/or academic coaching needs for first year students.
11. Collaborate with the appropriate departments to provide assessment of student abilities and interests to; assist the learner in developing education and career plans that address their goals.



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12. Ensure that appropriate support services, facilities, technology, and instructional materials are available for assigned programs.
13. Plan new student orientation activities and summer bridge that welcomes students to campus; introduces them to the kinds of education opportunities available; and resolves basic uncertainties about how to get started and engage fully in the student's educational experience.
14. Recruit, hire, train, mentor, and supervise assigned faculty, support staff and student workers to design and maintain effective transition support programs.
15. With input from faculty and staff, develop Program Review and other related reports.
16. Assist with budget management, marketing efforts, retention, advising, data collection and research. Works collaborative with institutional research to prepare program data, reports, and narratives for effective evaluation and on-going development of assigned programs.
17. Works collaboratively with instruction to identify, schedule, and offer dual enrollment/CCAP courses.
18. Serve on campus and District committees.
19. Anticipates, prevents and resolves difficult and sensitive inquiries, conflicts and complaints.
20. Performs related duties as required.

### **QUALIFICATIONS**

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*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

#### **Knowledge of:**

- Operational characteristics, services, and activities of a Student Development program.
- Principles and practices of program development and administration.
- Principles and practices of budget preparation and administration.
- Knowledge of California Community College philosophy and mission, Title 5 regulations and Education Codes related to student organizations, behavior and fees.
- Principles of group dynamics and intermediate leadership development training.
- Principles of supervision, training, and performance evaluation.
- Methods and techniques of technical, administrative, and financial report preparation and presentation.
- Principles and practices of contract administration.
- Office procedures, methods, and equipment including computers and applicable software applications, such as word processing, spreadsheets, and databases.
- Pertinent federal, state, and local laws, codes, and regulations.

#### **Ability to:**

- Oversee and participate in the management of a comprehensive student development program for a College that includes a series of interrelated projects or functional areas of significant depth and complexity.
- Plan, organize, direct, coordinate, and evaluate assigned programs.
- Plan, schedule, and review the work of assigned staff.
- Advise and direct students in various organizational activities.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Research, analyze, and evaluate new service delivery methods and techniques.



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- Prepare clear and concise administrative and financial reports.
- Participate in the preparation and administration of budgets.
- Work effectively under pressure, meet deadlines, and adjust to changing priorities.
- 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 and learning disabilities.
- Interpret and apply federal, state, and local policies, laws, and regulations.
- Interpret and apply California Education Code, Title 5, federal, state, and local policies, laws, and regulations as it relates to the position.
- 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 Guidelines**

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

A Master's degree from an accredited college or university in education, student services, human services or a related field and/or discipline.

#### **Required Experience:**

Three (3) years of experience working in student services or closely related.

#### **Preferred Experience:**

1. One year of administrative or supervisory experience in an educational institution.
2. Experience in the California Community College System.
3. Experience that indicates sensitivity to and an understanding of the diverse academic socioeconomic, cultural, disability and ethnic backgrounds of community college students and personnel.

### **PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*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:** Work is performed primarily in a standard office/classroom/clinical setting.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

**Hearing:** Hear in the normal audio range with or without correction.