



## Basic Needs Coordinator

Classified Range: 46

Board Approved: 05/12/22

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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.*

### **SUMMARY DESCRIPTION**

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Coordinates with campus and community organizations to obtain resources for students and to promote student success, retention, and completion by removing barriers to their education.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives limited direction from appropriate supervisor; refers only unusual decisions to supervisor. May provide technical and functional direction to assigned student workers and/or professional experts.

### **REPRESENTATIVE DUTIES**

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*The following duties are typical for this classification*

1. Coordinates the administration of the basic needs program; performs a variety of technical, program support, case management, and clerical duties in support of the basic needs program area.
2. Develops partnerships on- and off-campus, including coordination with the local homelessness response system, and social services to ensure students have access to community-based services.
3. Identifies and links students to on- and off-campus basic needs services and resources such as housing, food, clothing, technology, mental health services.
4. Ensures students receive support in accessing CalFresh and other public benefits for which they may be eligible.
5. Collaborates with the campus financial aid office to ensure students are receiving the maximum aid available.
6. Coordinates and oversees the college-wide food pantry efforts; drives to local food banks and/or grocery stores to assist in restocking food for pantries as needed.
7. Compiles data, prepares and maintains records, reports, lists and files related to the basic needs program area.
8. Works closely with various campus departments and/or programs, such as the Behavioral Intervention Team and Title IX; serves as mandated reporter.
9. Assists with compliance and proper application of applicable policies, procedures, and laws in relation to the basic needs program.
10. Maintains current knowledge of a variety of complex regulations, requirements and policies related to the basic needs program area.
11. Develops brochures, forms, spreadsheets, databases, handbooks, manuals and other written materials to support access to basic needs services and resources.
12. Coordinates, plans, develops, and conducts presentations and workshops relating to basic needs services and resources.
13. Coordinates and/or attends activities and events on or off campus as a representative of the college in relation to its basic needs program area.



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14. Monitors the program budget and makes recommendations regarding allocation of resources and expenditure of funds.
15. Performs other duties related to the primary job duties.

### **MINIMUM QUALIFICATIONS**

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#### **CORE COMPETENCIES:**

##### **Analyzing and Interpreting Data**

- Apply sorting, coding and categorizing rules
- Analyze data
- Read reports
- Draw meaning and conclusions from quantitative and/or qualitative data

##### **Customer Focus**

- Attending to the needs and expectations of customer
- Seeks information about the immediate and longer term needs of the customer
- Anticipates what the customer may want or expect in a product or service
- Works across organizational boundaries to meet customer needs \*\*

##### **Reading Comprehension**

- Understanding and using written information
- Knows the meaning of printed words; comprehend the literal meaning of text
- Make interpretations, applications, deductions, inferences, extrapolations from written information \*\*

##### **Professional and Technical Expertise**

- Applying technical subject matter to the job \*\*
- Knows the rudimentary concepts of performing the essential technical operations

##### **Critical Thinking**

- Analytically and logically evaluates information to resolve problems
- Follow guide, SOP or other step by step procedures for locating the source of a problem and fixing it
- May detect ambiguous, incomplete, or conflicting information or instructions\*\*

##### **Attention to Detail**

- Focusing on the details of work content
- Shows care and thoroughness in adhering to process and procedures that assure quality
- Applies knowledge and skill in recognizing and evaluating details of work\*\*



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- Applies skilled final touches on products

### **Using Technology**

- Working with electronic hardware and software applications
- Using basic features and functions of software and hardware
- Experiments and finds novel uses for standard features and functions \*\*
- Adds, improves, modifies, or develops features and functionality\*\*

### **Team Work/Involving Others**

- Collaborating with others to achieve shared goals
- Engages others for suggestions and ideas

### **Writing**

- Communicating effectively in writing
- Using correct writing mechanics including spelling, vocabulary, grammar, syntax, punctuation, capitalization, sentence structure
- Logically orders and structures ideas and progression of thought

### **Adaptability**

- Responding positively to change and modifying behavior as the situation requires\*\*
- Accept and adjust to changes and the unfamiliar

### **Innovation**

- Imagining and devising new and better ways of doing things\*\*
- Fix what is broken; find solutions and fixes with resources at hand
- Finds new approaches to performing familiar tasks
- Create and invent new ideas; envision the unexpected, unexplored, untried\*\*

### **Listening**

- Comprehend and verbal instructions and orally presented information
- Recalls or retrieves key points in a conversation
- Listen actively by rephrasing others' input cogently and accurately\*\*

### **Legal and Regulatory Navigation**

- Understanding, interpreting, and ensuring compliance with laws and regulations
- Locates, understands, or provides factual regulator information\*\*
- Works within the bounds and limits of what is permissible

### **Professional Integrity and Ethics**

- Follows a clear-cut set of rules
- Understands practical necessity of rules and ethical guidelines



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- Shows consistency in behavior and judgement over a long term and varied situations

### Valuing Diversity

- Shows acceptance of individual differences
- Welcomes input and inclusion of others who may be different from oneself
- Shows understanding and empathy for the challenges of groups seeking inclusion or dealing with perceived discrimination

*\*\*Lead, Advanced or Senior Level Positions*

### Education and Experience Guidelines:

#### Education/Training:

A Bachelor's degree in Business, Management, Social Sciences or Human Services from an accredited college or university.

#### Required Experience:

Three (3) years of increasingly responsible experience in student services or related field.

#### Equivalency Provision:

In the absence of a Bachelor's degree in Business, Management, Social Sciences or Human Services from an accredited college or university, an Associate's degree in Business, Management, Social Sciences or Human Services from an accredited college or university and five (5) years of increasingly responsible experience in student services or related field is qualifying.

#### License or Certificate:

Possession of a valid driver's license.

### 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 setting with some travel as needed. Evening hours.

**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 frequently lift, carry, push, and/or pull light to moderate amounts of weight up to 25 pounds; to occasionally lift, carry, push, and/or pull heavier amounts of weight with or without assistance; 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.