

Employee Name:



San Diego State University

MPP / Staff Position Description

HUMAN RESOURCES USE ONLY

Conflict of Interest (COI) Designated: Yes No

Mandated Reporter: Limited General N/A

Review Date: 10/28/2024

MPP Positions Only

MPP Job Code:

Job Family:

Job Function:

Job Category:

Mandated Reporter Per CANRA YES NO

The person holding this position is considered a 'mandated reporter,' under the California Child Abuse and Neglect Reporting Act (CANRA) and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.

Please Note: A current and accurate signed Position Description is required for each MPP / Staff position and must be on file in the Center for Human Resources. After completion, the Position Description should be reviewed, signed and dated by the employee, the supervisor and the Center for Human Resources - Classification and Compensation.

Please check one:	<input checked="" type="checkbox"/> New Position	<input type="checkbox"/> Existing Position Update
--------------------------	--	---

Date:	10/07/2024
Department & Division:	Basic Needs Center / ECRT, Student Affairs and Campus Diversity
Employee Name <i>(leave blank if vacant):</i>	
Current Classification & Grade:	Student Services Professional IV, Grade 1
FLSA Status: <i>(exempt or non-exempt)</i>	Exempt
Working Title:	Assistant Director, Basic Needs Center / ECRT
Position Number & Job Code:	10009675, Job Code 3086

Employee Name:

Working Title & Position Number of HEERA Designated Appropriate Administrator:	Basic Needs/ECRT Director / 10001296
---	--------------------------------------

I. FUNCTION OF THE EMPLOYING UNIT:

The Office of the Vice President for Student Affairs and Campus Diversity is responsible for the coordination and development of student services and building the inclusive excellence of SDSU's staff and faculty at San Diego State University. Departments include, but not limited to, Assistant Deans for Student Affairs; Career Services; Communications Services; Counseling & Psychological Services; Cultural and Identity Centers; Center for Educational Opportunity Programs, Outreach and Success; Financial Aid and Scholarships; Military Veterans Program; New Student and Parent Programs; Office of the Student Ombudsman; Residential Education; Resource Management; Student Disability Services; Student Health Services; Student Life and Leadership; Student Rights and Responsibilities; Testing Services Office; Well-being & Health Promotion; and programming related to Inclusive Excellence.

Division of Student Affairs and Campus Diversity

The Division facilitates the academic and career success, personal growth and well-being of all students, and works proactively to address systemic inequities through professional learning, community building, advocacy, policy recommendations and organizational structures. We aim to foster an affirming campus culture based on the core values of excellence, equity, diversity, belonging and inclusion through:

- Recruiting and retaining faculty and staff who are reflective of the diverse student body and communities served by SDSU, and recruiting students who are representative of the rich diversity of the region and the world;
- Fostering an environment that is welcoming, affirming, and empowering for students, faculty, staff and alumni of all backgrounds;
- Enhancing the career and educational pathways of a diverse student body, the faculty and staff, including enhancing the learning environment and expanding learning opportunities for all students inside and outside the classroom, and expanding and connecting opportunities for students to participate in transformational experiences;
- Developing leaders who believe in and lead others toward supporting civility, mutual respect and diversity in our society and workplaces; and
- Cultivating relationships with the local community that advance the well-being of diverse individuals and communities.

Position upholds the Student Affairs and Campus Diversity Statement on Diversity, Equity, and Inclusion, specifically:

“The Division of Student Affairs and Campus Diversity acknowledges and honors the inherent value and dignity of all individuals by creating and nurturing a learning and working environment that affirms and leverages our community’s diversity of traditions, heritages, perspectives, and experiences. We are committed to fostering a culture of inclusive excellence designed to facilitate the personal and professional success, growth, development, and well-being of all members of our community. We manifest this commitment through our innovative, strategic and collaborative efforts to develop leaders who believe in and lead others toward practicing civility, mutual respect, and inclusion in our workplaces and society.”

Employee Name:

The Student Financial Resource sub-division, within the Division of Student Affairs & Campus Diversity houses four separate student service offices- the Student Financial Center (SFC), the Financial Aid Office and the Scholarship Office, and the Basic Needs/Economic Crisis Response Team (ECRT). This subdivision focuses on delivering student-centered engagement in an environment that is transparent, highly regulated and compliance driven under the leadership of an Assistant Vice President.

The Basic Needs department serves as a multidisciplinary space to house and support campus basic needs initiatives. The space serves as a wellness hub for presentations and workshops and where students can meet with ECRT case managers and community partners to receive one-on-one personalized support for their basic needs. Programming in the basic needs center will address financial wellness, nutrition and cooking education, CalFresh education and enrollment, and more. The Economic Crisis Response Team (ECRT), housed within Basic Needs, aims to bridge the gap in resources for students experiencing immediate food, housing, or unforeseen financial crises that impacts student success. Using a holistic approach to well-being, ECRT supports students through crisis by leveraging a campus-wide collaboration that utilizes on and off-campus partnerships and provides direct referrals based on each student's unique circumstances. ECRT empowers students to identify and access long term, sustainable solutions during/throughout their academic career at SDSU.

II. PURPOSE OF POSITION:

The Assistant Director provides leadership to the Basic Needs Center by overseeing and managing all functions of the Basic Needs Center and ECRT emphasis on programming management and center operations. This role ensures the effective delivery of preventative and support services to students facing basic needs insecurities at SDSU. The Assistant Director will assist in the supervision of professional and student staff, manage program operations, and contribute to strategic planning and program development. This position involves a high level of decision-making, collaboration with campus and community partners, and leadership in implementing initiatives designed to improve student success and retention.

The Assistant Director serves as primary administrator in the absence of the Director and as a campus liaison to ensure the availability and accuracy of Basic Needs Center information, marketing, and education. The incumbent provides substantial administrative support to the Director and conducts and attends meetings on the Director's behalf as needed.

The Assistant Director is responsible for managing the reporting requirements of the department, oversight of the budget and allocation of funds, and data collection efforts. When working with federal, state, and local agencies, departments within the university system, and community organizations, a considerable degree of tact and persuasiveness is required to achieve the desired results of understanding and/or cooperation.

III. CHANGES IN RESPONSIBILITIES:

N/A

IV. MAJOR RESPONSIBILITIES:

Clearly list the major responsibilities/essential functions in descending order from the most important to the least important. Indicate the approximate percentage of time spent in each (percentages should not be less than 5%). The percentage must total 100%.

Employee Name:

Description of Responsibilities:	(%) Percent of Time
<p>Program Management and Operations</p> <ul style="list-style-type: none">● Assist in the day-to-day operations of the Basic Needs Center and ECRT, including overseeing scheduling, coordinating services, and ensuring smooth functioning of the Center.● Oversee programming in the space including oversight of events, workshops, drop-in services, and resource weeks to ensure effective execution and marketing for all programming.● Collaborate with the Director to monitor and evaluate the effectiveness of programs and services, recommending improvements as necessary.● Support the Director in developing and implementing outreach strategies to increase awareness of basic needs resources and ECRT services among students, faculty, and staff.● Represent the Basic Needs Center and ECRT in meetings with campus partners and community organizations, fostering collaboration and building effective relationships.● Assist in the development and delivery of workshops, presentations, and training sessions for campus stakeholders.	30%
<p>Leadership and Personnel Management</p> <ul style="list-style-type: none">● Apply and administer all personnel policies of the CSU, the University and auxiliary organization.● Assist in the development and coordination of departmental personnel policies and procedures in consultation with the Director and campus/divisional Human Resources personnel as appropriate.● Help the Director to provide leadership and direct supervision of professional and support staff● Oversee all Basic Needs Center staff and operations in absence of Director.● Evaluate team dynamics and communication styles, providing intervention and training to increase teams' effectiveness, and providing recommendations to the Director for necessary changes and enhancements to be responsive to service delivery requirements● Effectively manage staff within a collective bargaining environment and classified employment system.● Analyze and adjust employee work schedules to meet programmatic requirements and operational needs of the department.● Evaluate Basic Needs Center staff performance and prepare Performance Evaluations in compliance with various procedural requirements (SDSU, Bargaining agreements, Division of Student Affairs and Campus Diversity, etc.)	25%

Employee Name:

Description of Responsibilities:	(%) Percent of Time
<ul style="list-style-type: none"> ● Create accurate and comprehensive position descriptions for Basic Needs Center staff. ● Generate the Human Resource forms required for hiring new personnel using automated and formatted templates to prepare Human Resource forms, ensuring accuracy, completeness and compliance with relevant hiring processes and procedures. ● Oversee hiring processes as directed to ensure procedures are correct, complete, timely, and in compliance. ● Provide leadership and oversight as directed to Departmental interview committees to ensure participants understand applicable policy and procedures, to maintain integrity of the hiring process. ● Maintain knowledge of the current California State University System, University and Divisional requirements, policies and procedures that affect Human Resources transactions. 	
<p>Program Development, Evaluation, and Compliance</p> <ul style="list-style-type: none"> ● Contribute to the development and evaluation of new programs and initiatives aimed at addressing student basic needs and economic crises. ● Analyze data and trends related to student needs and program effectiveness, making recommendations for program adjustments and improvements. ● Oversee compliance with legislative, systemwide, and other governing bodies as it applies to Basic Needs ● Act as liaison for off campus partnerships and auxiliaries including, but not limited to, County of San Diego, Associated Students, and other campus divisions. 	15%
<p>Fiscal Management and Reporting</p> <ul style="list-style-type: none"> ● Assist in managing the budget for the Basic Needs Center and ECRT, including tracking expenditures and ensuring compliance with funding requirements. ● Act as direct consult to Basic Needs Center analyst and manage operations of the Basic Needs Kits budget, philanthropic funds, and any other relevant funding secured and overseen by the Basic Needs / ECRT department ● Support the preparation of financial reports and documentation required for internal and external stakeholders. ● Provide direct support in the creation and presentation of reports including Impact Report, CSU Legislative reports, and others as they arise. 	15%
<p>Financial Aid and Student Support</p>	10%

Employee Name:

Description of Responsibilities:	(%) Percent of Time
<ul style="list-style-type: none"> ● Collaborate with the Financial Aid Office and other campus departments to provide comprehensive support to students regarding financial aid and billing issues. ● Assist in developing and implementing strategies for administering emergency funds and addressing financial challenges faced by students. 	
<p>Other Duties as Assigned</p> <ul style="list-style-type: none"> ● Perform other related duties as assigned by the Director. 	5%
<p>Total =100%</p>	100

V. LEAD WORK DIRECTION OVER OTHERS:

List of individuals the incumbent supervises/leads. Indicate the type of supervision, whether direct (directly supervises the position and conducts performance evaluation) or general (acting in a lead capacity or assigning work).

Classification	Working Title	Type of work direction (Direct or General)
SSPIA	Assistant Programs Coordinator	Direct
SSPIA	Assistant Coordinator (Front Desk)	Direct
Student Assistants	Student Assistants	Direct

VI. POSITION REQUIREMENTS:

A. List education and years of experience required that are based on the classification standards.

Equivalent to graduation from a four-year college or university in a related field plus upper division or graduate course work in counseling techniques, interviewing and conflict resolution where such are job related.

Possession of these knowledge and abilities is typically demonstrated through the equivalent to four years of progressively responsible professional student services work experience which includes experience in advising students individually and in groups, and in analysis and resolution of complex student services problems.

A master’s degree in Counseling, Clinical Psychology, Social Work or a job-related field may be substituted for one year of professional experience. A doctorate degree and the appropriate internship or clinical training in counseling, guidance or a job-related field may be substituted for two years of the required professional experience for positions with a major responsibility for professional, personal or career counseling.

B. Skills, knowledge, and abilities required for this position that are based on the classification standards

Employee Name:

- Thorough knowledge of the principles of individual and group behavior; general knowledge of the principles, practices and trends of the Student Services field; general knowledge of individual counseling techniques; general knowledge, or the ability to rapidly acquire such knowledge, of the organizational procedures and activities of the specific campus to which the position is assigned.
- Thorough knowledge of the policies, procedures, and practices of the program area to which assigned or the ability to quickly acquire such knowledge. General knowledge of the policies, practices, and activities of Student Services programs outside the program to which immediately assigned; general knowledge of the principles, problems and methods of public administration, including organizational, personnel and fiscal management; general knowledge of advanced statistical and research methods.
- Ability to interpret and apply program rules and regulations; ability to use initiative and resourcefulness in planning work assignments and in implementing long-range program improvements; ability to obtain factual and interpretative information through interviews; ability to reason logically; ability to collect, compile, analyze and evaluate data and make verbal or written presentations based on these data; ability to advise students individually and in groups on routine matters where required; ability to recognize multicultural, multisexed and multi-aged value systems and work accordingly; and ability to rapidly acquire a general knowledge of the overall operation, functions and programs of the campus to which assigned. Demonstrated ability to make decisions and carry through actions having implications with regard to other program or service areas Services Office.
- Ability to analyze complex situations accurately and adopt effective courses of action; ability to carry out a variety of professionally complex assignments without detailed instructions; and ability to establish and maintain cooperative working relationships with a variety of individuals.
- Ability to carry out very complex assignments without detailed instructions; advise students individually or in groups on varied and complex matters; determine the appropriate course of action and proper techniques to utilize while engaged with individuals and groups in personal interactions of a sensitive nature; reason logically and analyze and solve organizational and operating problems of one or several program areas; plan, coordinate and initiate actions necessary to implement administrative or group decisions or recommendations; analyze and define complex organizational, policy or procedural problems, collect and evaluate data, draw valid conclusions and project consequences of various alternative courses of action; understand the roles and responsibilities of others and to gauge relationships accordingly by taking into account the variety of the interrelationships, motivations and goals of the members of the organization served; and establish and maintain effective, cooperative and harmonious working relationships in circumstances which involve the denial of requests or the necessity to persuade others to accept a different point of view.

VII. PREFERRED QUALIFICATIONS:



- Master's degree in Student Affairs, Social Work, Public Administration, or a related field, or equivalent experience.
- Experience working with clients facing basic needs insecurities and/or crisis intervention.
- Experience working with local community resources.
- Experience in data collection, reporting, and grant writing.
- Experience with legislation compliance and implementation of local, state and federal guidelines.
- Experience working in a university setting and a knowledge of public institution function and reporting requirements.

Employee Name:

- Experience navigating complex budget processes and fund management.
- Experience navigating and maintaining critical partnerships within and outside an organization.
- Experience working with development and fundraising teams and efforts.

VIII. SIGNATURES:

The signature indicates position description is an accurate and correct statement of duties and responsibilities assigned to the position. (Limited to 3 Signers as listed below)

Incumbent's Signature/Acknowledgment		Date
 <small>Evie Baez (Oct 28, 2024 10:57 PDT)</small>		10/28/2024
Appropriate Administrator Signature		Date
		10/28/2024
Classification & Compensation Services		Date

Signature: 

Email: jscatena@sdsu.edu

Employee Name:

Attachment A

Complete for all positions

To comply with the provisions of the Americans with Disabilities Act, specify the physical, mental, and environmental conditions of the essential functions of the job, please complete the sections below.

Physical Summary: Choose one description out of the categories below that best describes this position.

Sedentary Work: Involves mainly sitting. Walking and standing are minimal. Lifting is limited to lightweight objects (10 pounds or less).

Light Work: Job involves some lifting of medium weight objects (10-20 pounds) and/or 10% -20% of the job involves standing or walking.

Medium Work: Job involves lifting heavy-weight objects (20-40 pounds) and/or 20%-40% of the job involves standing, squatting, kneeling, or walking. May require pushing or pulling objects within the weight limits.

Heavy Work: Job involves lifting more than 40 pounds. Approximately half of the incumbent's time will be spent walking, standing, squatting, kneeling, or climbing.

Use the codes below for each of the items which most accurately describe the extent of the specific activity performed in this position.

"C" = constantly or 6-8 hours per day

"F" = frequently or 3-6 hours per day

"O" = occasionally or up to 3 hours per day

"N" = never

Physical Requirements of the Position		Mental Requirements of the Position	
O	Bending (neck)	C	Reading & Comprehending
O	Bending (waist)	C	Writing
N	Climbing	F	Performing Calculations
N	Crawling	C	Communicating Orally
N	Kneeling	C	Reasoning & Analyzing
O	Pushing/Pulling	C	Decision Making
C	Sitting	C	Directing/Coordinating Others:
N	Squatting		Other:
F	Standing	Environmental Working Conditions	
O	Twisting (neck)	N	Exposure to variations in temperature/humidity
O	Twisting (waist)	N	Exposure to chemicals, gases, dust or fumes
O	Walking	N	Operates machinery or drives motorized equipment
O	Handling Objects	N	Exposure to bio-hazards
C	Manual dexterity	C	Working in normal office environment
O	Reach above/below shoulder	O	Working outside with various weather conditions
N	Using foot controls	N	Uses specialized equipment
	Other:		Other:

Employee Name:

Attachment B

Complete for all positions

Sensitive Position: For current employees who are voluntarily reassigned or reclassified to a sensitive position, a background check is also required. To determine if this position is a sensitive position, please consult with Human Resources and reference the [CSU Background Check Policy](#).

Consideration for designation as a sensitive position per HR Technical Letter 2017-17		
1. Does this position have responsibility for the care, safety, and security of people (including children and minors), animals, and CSU property?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Sexual offender registry check for those who perform work involving regular or direct contact with minor children and those who are identified as mandated reporters of child abuse and neglect under Executive Order 1083 and California Penal Code §11165.7(a).
2. Does this position have access to and responsibility for detailed personally identifiable information about students, faculty, staff, or alumni that is protected, personal, or sensitive?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Access to Level Protected Level 1 Data: (i.e., Passwords, DOB, Credit Card Numbers, SSN's, Medical Data, Law Enforcement Records, etc.) - Link to or incorporate ICSUAM pages.
3. Does this position have access to student records?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	FERPA (Access to student education records)
4. Is the position responding for recording/reporting Clery Data?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Clery Act Basics
5. Does the position have access to protected health information?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	HIPAA
6. Will this position be an active/participating member of the SDSU Emergency Operations Team?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	EOC Member
7. Does this position have responsibility for operating commercial vehicles, machinery or equipment that could pose environmental hazards or cause injury, illness, or death?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Motor Vehicle Records/Licensing Check is required. CA Defensive Driver
8. Does the position influence or make decisions regarding real property, real property acquisitions and/or leaseholds, land use and/or development?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	COI CAT 1
9. Does the position influence or make decisions regarding the purchase of goods, service or construction work? Note: Having a procurement card is not qualifying if the individual is limited to making directed and supervised purchases from established vendors.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	COI CAT 2

Employee Name:

10. Does the position influence or make decisions regarding the investment of SDSU/CSU funds.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	COI CAT 5
11. Does the position influence or make decisions regarding the sale of campus goods, services, products, or commodities (including agricultural commodities), which are sold by the campus?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	COI CAT 6

Employee Name:

Attachment C

Complete for **MPP Positions Only**

Mental Effort:

Enter frequency of occurrence for all applicable activities using the following key:

1=Never Occurs 2=Seldom Occurs 3=Sometimes Occurs 4=Occurs Often 5=Almost Always Occurs

<u>Planning</u>		<u>Staffing</u>	
	Forecast		Define Roles
	Set Program Goals		Give Input to Position Descriptions
	Determine Budget Allocations		Determine Selection Criteria
	Establish, Implement, Revise Policies		Recruit/Interview/Select
			Orient Staff
<u>Organization</u>		<u>Employee Relations</u>	
	Describe Relationships Between Functions		Initiate Corrective Action
	Define Department/Divisional Structure		Authorize Formal Discipline
	Establish Priorities to Meet Goals		Administer Collective Bargaining Agreements
	Schedule Work for Employees		Prepares/Investigates Grievance Awards and Complaints
	Implement procedures		Formulates/Represents University Position for Formal Grievances/Complaints
	Determine work methods		
	Balance multiple tasks/projects		
<u>Direction/Leadership/Supervision</u>		<u>Performance Evaluations</u>	
	Educate		Determine Performance Standards
	Delegate		Authorize/Approve Awards
	Coordinate		Prepare Performance Evaluations
	Coach/Train/Develop		Observe/Follow-Up on a Daily Basis
	Recommend Formal Training		Correct Work/Behavior Problems
	Motivate		
	Instruct/Demonstrate		
	Schedule Staff/Readjust Schedule		
<u>Organization</u>		<u>Other</u>	
	Describe Relationships Between Functions		
	Define Department/Divisional Structure		
	Establish Priorities to Meet Goals		
	Schedule Work for Employees		
	Establish deadlines		
	Implement procedures		
	Determine work methods		
	Balance multiple tasks/projects		

Employee Name:

Attachment D

Department Organization Chart

Instruction: Please insert an image of your department's organization chart and highlight where this Position Description falls within the chart.

Basic Needs Center

ORGANIZATIONAL STRUCTURE OCTOBER 2024

