



NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT



Job Description

Job Title:	Director, EOPS, CARE, and CalWORKs	Salary Range:	24
Date Revised:	4/2/2026	Date Approved:	6/23/2026

PRIMARY PURPOSE

Under the general direction of an administrator, the Director, EOPS, CARE, and CalWORKs performs a variety of administrative and supervisory responsibilities related to the development, implementation, and provision of educational and support services to students participating in the Extended Opportunity Program and Services (EOPS), Cooperative Agencies Resources for Education (CARE), California Work Opportunity and Responsibility for Kids (CalWORKs), and other related programs such as Foster Youth and NextUp. The Director ensures compliance with state and federal regulations and works to support equitable access to education for underserved students.

DISTINGUISHING CHARACTERISTICS

The Director, EOPS, CARE, and CalWORKs is distinguished by its role in its oversight of multiple state-funded programs and services aimed at supporting disadvantaged students and ensuring their success in higher education.

The Director, EOPS, CARE, and CalWORKs promotes equitable access to education by supporting underrepresented students and fostering an inclusive campus environment. The Director partners with social services, government agencies, and community organizations to provide holistic support for students, especially those receiving CalWORKs benefits.

ESSENTIAL FUNCTIONS

Examples of essential functions are descriptive and not restrictive in nature.

Program Leadership and Development

1. Provides leadership in the administration and development of EOPS, CARE, CalWORKs, Foster Youth, and NextUp programs.
2. Ensures program objectives, policies, and procedures align with the goals of the college and District, and comply with state and federal regulations.

Student Services and Support

3. Oversees the provision of comprehensive support services for EOPS, CARE, and CalWORKs-eligible students, including intake, orientation, completion of required documents, development of student educational plans, and provision of ancillary services such as childcare, books, and transportation.
4. Monitors and assesses students' progress to ensure academic success and retention.

Budget and Financial Management

5. Develops and manages the annual budget for assigned programs, ensuring compliance with categorical funding requirements.



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- Utilizes electronic systems such as the Student Services Automated Reporting for Community Colleges (SSARCC) and Vision Aligned Reporting (VAR) for budget tracking, audits, and expenditure reporting.

Community and Agency Collaboration

- Serves as the liaison with the California Community Colleges Chancellor's Office, Region 8, county social workers, and other external agencies.
- Collaborates with internal departments such as Financial Aid, DSPS, Career Center, and Transfer Center to support student success.

Data Management and Reporting

- Ensures accurate data collection and reporting for Management Information Systems (MIS) requirements related to EOPS, CARE, and CalWORKs programs.
- Prepares and submits comprehensive reports, records, and files regarding program operations and student outcomes.

Staff Supervision and Development

- Trains, supervises, and evaluates program staff, including counselors, classified employees, and student workers.
- Provides ongoing professional development and training to ensure high-quality service delivery.

Outreach and Engagement

- Organizes and participates in outreach activities to recruit eligible students for EOPS, CARE, and CalWORKs programs.
- Builds partnerships with local schools, community agencies, and businesses to support student access and success.

Technology and Process Improvement

- Learns and applies emerging technologies and advances as necessary to perform duties in an efficient, organized, and timely manner.

Diversity, Equity, and Inclusion

- Promotes equity-minded leadership and inclusive practices that address student achievement gaps, with a focus on serving disproportionately impacted populations such as African American, Latinx, Native American, and Pacific Islander students.
- Participates in District-wide diversity, equity, and inclusion (DEI) efforts.
- Participates in District/College efforts to increase the diversity of faculty and staff and to address student achievement gaps; actively assists in the creation of a welcoming and inclusive work and educational environment; attends and participates in diversity, equity, and inclusion trainings and events.

General

- Performs other duties that support the overall objective of the position.



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WORKING RELATIONSHIPS

The incumbent engages and maintains contact with various District administrators, management, faculty, staff, students, vendors, government agencies and organizations, higher education institutions, the California State Chancellor's Office, and the public.

MINIMUM QUALIFICATIONS

Education and Experience:

- Master's Degree in a related discipline; **AND** *Four (4) years of formal training, internship, or leadership experience reasonably related to the assignment;*

AND

- Two (2) years of experience in the management or administration of educational private industry programs; **Or** Two (2) years of experience as a community college EOPS counselor, EOPS instructor, or comparable experience working with disadvantaged clientele;

AND

- Completion of at least six (6) semester units of college level coursework predominantly related to ethnic minorities or persons handicapped by educational, language, or social disadvantages.
- **Or** any combination of education and experience which would provide the required equivalent qualifications of the position.
- Commitment to diversity. All applicants must have demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff. The applicant must be able to demonstrate how their experience with these factors relates to successfully achieving the goals of the position.

DESIRABLE QUALIFICATIONS

- Master's Degree in Education, Counseling, Rehabilitation Counseling, Clinical Psychology, Counseling Psychology, Guidance Counseling, Educational Counseling, Social Work, or Career Development.
- Experience in the coordination and supervision of EOPS, CARE, or CalWORKs including program outreach, counseling, peer advising, financial aid, and tutoring.
- Working knowledge of Title 5 regulations related to EOPS, CARE, and CalWORKs.
- Experience managing categorical budgets and grants.
- Bilingual in English and Spanish
- Demonstrated experience fostering an inclusive and welcoming work or educational environment through equity-minded approaches in professional interactions with colleagues and students.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge:

- District and college organizations, operations, policies, procedures, rules, laws, regulations, goals, and objectives related to the area of assignment.



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- California Education Code, Title 5, and other applicable laws and regulations related to the area of assignment.
- Knowledge and understanding of student services operations, including student advising, retention strategies, and support services.
- Knowledge of federal and state regulations related to student services, such as Federal Educational Rights and Privacy Act (FERPA).
- Instructional methods and technologies related to the area of assignment.
- Students with disabilities, diverse academic socioeconomic, cultural, and ethnic backgrounds of students.
- Budget preparation and maintenance.
- Knowledge of office administration and management practices and procedures.
- Knowledge of emerging technologies and advances related to the area of assignment.
- Knowledge of terminology, work processes, and local, state, and federal requirements applicable to the area of assignment.
- Knowledge of accounting principles and practices related to budgeting, purchasing, and maintenance of assigned accounts.
- Knowledge of confidential record keeping, filing, file sharing, and filing systems methods, techniques, and procedures.
- Knowledge and awareness of equity and inclusion principles, particularly in the context of student support services.
- General knowledge of community college structures, processes, and student demographics.

Skills:

- Special programs, services, and resources for underrepresented students.
- Special program regulations, policies, and procedures.
- Strong organizational skills with the ability to prioritize and manage multiple tasks efficiently.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and other relevant software applications.
- Excellent written and verbal communication skills, with the ability to draft clear and concise reports, correspondence, and presentations.
- Data collection, analysis, and reporting, particularly in relation to program outcomes and student participation.
- Computer software programs, applications, databases, and Enterprise Resource Planning Systems (ERP) systems, student information systems (SIS), management information systems (MIS), and data management practices; computer hardware and peripheral equipment related to the area of assignment.

Abilities:

- Ability to independently perform the essential responsibilities of the position.
- Ability to work independently and collaboratively within a team environment.
- Ability to interact positively and professionally with a diverse student population, faculty, and staff.
- Ability to interpret, apply, and explain rules, regulations, policies, and procedures.
- Ability to oversee multiple and changing priorities related to the area of assignment.
- Ability to administer complex budgets in a cost-effective manner.



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- Ability to learn and apply emerging technologies and advances related to the area of assignment.
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- Ability to compose correspondence and other written materials.
- Ability to edit, update, and maintain written materials to ensure accuracy, completeness, and compliance with District and/or college policies and procedures.
- Ability to make mathematical calculations quickly and accurately.
- Ability to operate a variety of computer software programs and applications, databases, computer hardware, and peripheral equipment.
- Ability to analyze situations accurately and adopt an effective course of action.
- Ability to plan, organize, and prioritize workload to meet schedules and timelines.
- Ability to complete work efficiently with a variety of interruptions from administrators, management, faculty, staff, students, and the public.
- Ability to understand and follow verbal and written directions.
- Ability to communicate effectively both verbally and in writing.
- Ability to understand the scope of authority in making independent decisions related to the area of assignment.
- Ability to review situations accurately to determine the appropriate course of action according to established guidelines.
- Ability to provide empathetic and effective support to students, addressing their needs and concerns with professionalism.
- Ability to maintain confidentiality and handle sensitive information with discretion.
- Ability to learn and adapt to new software, systems, and processes as required.
- Ability to provide active assistance in creating a welcoming and inclusive work and educational environment.
- Ability to attend and participate in diversity, equity, and inclusion trainings and events.
- Ability to provide an inclusive and welcoming work/educational environment.
- Ability to demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty and staff. The applicant must be able to demonstrate how their experience with these factors relates to successfully achieving the goals of the position.
- Ability to establish and maintain effective and cooperative working relationships with those encountered in the course of work.

SPECIAL REQUIREMENTS, LICENSES, and/or CERTIFICATIONS

- Possession of or ability to possess a valid driver license based on the need related to the area of assignment if and when travel is required in the course of work.
- Travel may be required for various off-site meetings, trainings, conferences, and/or events in support of the overall objective of the position.



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PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands:

While performing the duties of this classification, the incumbent is regularly required to sit, walk, and/or stand, speak, or hear, both in person and by telephone. Use hands repetitively to perform fine/gross finger manipulation, handle, feel or operate standard office equipment; reach with hands and arms; and occasionally lift and carry up to 25 pounds, unassisted. Must frequently sit and/or stand for long periods of time; dexterity of hands and fingers to operate a variety of computer and office equipment. The incumbent may be required to bend at the waist, kneel, and/or crouch; move about the college or District site(s).

Specific vision abilities required by this job include close vision and the ability to adjust focus and view a variety of computer screens, printed documents, and instructions.

The incumbent may be required to work a flexible and varying work schedule based on the needs of the department, including evenings and weekends, as needed.

Mental Demands:

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; use math/mathematical reasoning; perform highly detailed work under changing priorities and deadlines on multiple concurrent tasks; work with frequent interruptions, and interact with District and/or college faculty, staff, management, administrators, students, educational institutions, and others encountered the course of work.

WORK ENVIRONMENT AND CONDITIONS

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The incumbent works under typical office conditions, and the noise level is usually quiet.

Working Conditions:

Work is performed primarily indoors where minimal safety considerations exist. The incumbent may be subject to constant interruptions and frequent interaction with District and college personnel and the public. Specific vision abilities required by this job include close vision and the ability to adjust focus and view a variety of computer screens, printed documents, and instructions.

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations



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may be made to help enable qualified individuals with disabilities to perform the essential functions of the position.

North Orange County Community College District (NOCCCD) is committed to creating a diverse academic and workforce environment that encourages and fosters diversity, equity, inclusion, and equal opportunities for everyone. NOCCCD is focused on creating a welcoming culture to ensure students, faculty, management, and staff feel included, supported, and safe.

NOCCCD looks for likeminded and inclusive individuals who represent the community's diversity and demonstrate a sensitivity to the understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of those we represent. Our District community of professionals is devoted to enriching our students' lives by bringing a variety of ways to engage and discover their individual and collective paths through education.