

Project Specialist (SC - Case Manager)  
South Orange County Community College District

Direct Link: <https://www.AcademicKeys.com/r?job=233215>

Downloaded On: May. 8, 2024 11:23am

Posted Mar. 20, 2024, set to expire Jan. 28, 2025

<b>Job Title</b>	Project Specialist (SC - Case Manager)
<b>Department</b>	
<b>Institution</b>	South Orange County Community College District South Orange County Community College District, California
<b>Date Posted</b>	Mar. 20, 2024
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Classified Staff
<b>Academic Field(s)</b>	Administrative Support/Services
<b>Job Website</b>	<a href="https://wd5.myworkdaysite.com/en-US/recruiting/socccd/SOCCCD/job/Saddleback-College/Project-Specialist--SC---Case-Manager-REQ12068">https://wd5.myworkdaysite.com/en-US/recruiting/socccd/SOCCCD/job/Saddleback-College/Project-Specialist--SC---Case-Manager-REQ12068</a>

**Apply By Email**

**Job Description**

**Title:**Project Specialist (SC - Case Manager)

**Job Category:**NBU

**Job Opening Date:**March 20, 2024

**Job Closing Date:**June 30, 2024

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**Locations:**Saddleback College

**Department:**

**Pay Grade, for more information click on this link:**

<https://www.socccd.edu/departments/human-resources/contracts-and-salary-schedules>

**Pay Type:**Hourly

**Hours Per Week:**0

**Job Description:**

Under the supervision of the department Director or Dean, and the day-to-day direction of the Program Coordinator, the Case Manager will assess, define, and promote early identification of students in need of basic needs resources. The Case Manager will assess, plan, implement, monitor, and evaluate the actions required to address barriers preventing academic, behavioral, attendance, and social-emotional success. The Case Manager will not serve in a clinical capacity (i.e., provide psychotherapy to students), but will perform case management duties, facilitate referral access and service utilization, and address any questions or concerns originating from student. The Case Manager will assist students who need resources to appropriate on- and off-campus programs.

**DISTINGUISHING CHARACTERISTICS**

The Basic Needs division at Saddleback College serves student populations that experience unique challenges accessing nuanced support. These students require specialized support navigating federal, state, county, and local eligibility criteria to access resources that are oftentimes beyond the capacity of traditional community college programs and personnel. Help-seeking behaviors amongst these student populations can be limited due to the sensitivity of their identities. The ever-changing nature of law and policy can lend itself to unclear eligibility criteria which can negatively impact these students. Thus, access to these resources and services, or lack thereof, often shape the experiences of students and impact their academic trajectory, motivation, sense of self-efficacy and hope. The Case Manager will be familiar with special student populations such as foster youth, undocumented/Dreamer, LGBTQ+, formally incarcerated, parenting student, Latinx, first generation Black or African American student

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populations to contribute to the overall aim of supporting the holistic well-being of students to foster their success.

Common student referrals to the Case Manager may include, but are not limited to:

- Students experiencing food/housing/clothing/hygiene insecurities.
- Students experiencing other personal and/or emotional challenges.
- Students experiencing a major life change (traumatic or otherwise) that may be affecting their academic achievement.
- Any referral submitted by faculty/staff for a student requiring non-mental health services.

## **REPRESENTATIVE DUTIES**

- Coordinate and provide case-management services that are safe, timely, effective, efficient, equitable, and client-centered to individual students.
- Conduct non-clinical assessment and plan that includes, but is not limited to, facilitate steps, remove barriers, determine eligibility, and navigate through complicated organizational processes.
- Learn about and establish connections with off-campus and on-campus resources and agencies that provide services to targeted student populations. Maintain and update a centralized repository of on-campus and off-campus resources and services.
- Manage and evaluate crises by helping the student make informed decisions and act as their advocate regarding their status, housing, academic, health, well-being, and treatment options.
- Facilitate multiple care-aspect (case coordination, information sharing, follow-up, monitoring).
- Take the extra mile and interact with the student to keep track of their progress and to ensure satisfaction.
- Maintain accurate and timely case records (forms, referrals, and follow-up).
- Record and maintain data collection and assessment related to the development of case management plans, outcomes, and statistical reports.
- Design and implement interventions that will help students meet academic and personal goals.
- Participate in relevant community outreach and on-campus committees.
- Provide in-service training to staff on related topics.
- Help students achieve wellness, service utilization, and increase autonomy.
- Adhere to professional standards as outlined by protocols, rules, and regulations.

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**QUALIFICATIONS**

- Excellent knowledge of case management principles.
- Effective communication skills.
- Excellent time management skills, problem solving, and ability to multi-task.
- Familiarity with professional and technical emerging knowledge.

**Knowledge of:**

- Operational characteristics, services, and activities of the functions, programs, and operations of the assigned project or program area.
- Goals and objectives of the assigned project or program area.
- Methods and techniques used in the performance of duties and responsibilities specific to the area of assignment.
- Information and research resources available related to areas of assignment.
- Work organization and office management principles and practices.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Interpersonal skills using tact, patience, and courtesy.
- Principles and practices of providing training, work direction, and guidance to lower-level office staff and student workers.
- English usage, grammar, spelling, punctuation, and vocabulary.
- Oral and written communication skills.
- South Orange County Community College District
- District organization, operations, policies, and objectives.
- Pertinent federal, state, and local laws, codes, and regulations.
- Microsoft 365.

**Ability to:**

- Understand the organization and operation of the assigned program area as necessary to assume assigned responsibilities.
- Understand, interpret, and apply administrative and office policies and procedures as well as pertinent laws, regulations, and ordinances.
- Coordinate and participate in the management of assigned project, program, or program area functions and services.
- Plan, organize, and administer assigned program activities.

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- Establish and maintain community relationships.
- Understand the nature of partnerships and identify mutual interests.
- Assess community needs to develop appropriate service partnerships for assigned programs.
- Use technical concepts and project management tools and techniques to effectively coordinate a project or program area and solve complex problems in creative and effective ways.
- Develop recommendations for problematic areas and implement and monitor changes.
- Participate in the development and administration of policies and procedures.
- Participate in the preparation and administration of assigned budgets.
- Coordinate projects with multiple tasks and re-prioritize as needed.
- Perform a full range of complex and responsible program support as well as difficult administrative duties involving the use of independent judgment and personal initiative.
- Oversee and participate in the management of the administrative functions and operations of the assigned office.
- Establish, review, and revise office work priorities.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Use sound judgment in recognizing scope of authority.
- Exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports.
- Respond to requests and inquiries from students, staff, or the public; effectively present information in person or on the telephone to students, staff, or the public.
- Provide specialized information and assistance to students, staff, and the general public.
- Research, compile, assemble, analyze, and interpret data from diverse sources.
- Prepare a variety of clear and concise administrative and financial reports.
- Independently compose and prepare correspondence and memoranda.
- Maintain complex and varied files and records.
- Select, train, evaluate and provide work direction to assigned staff and student workers.
- Plan, organize, coordinate, prioritize, perform, and delegate work.
- Plan and organize work to meet schedules and changing deadlines.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

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**EDUCATION AND EXPERIENCE GUIDELINES**

**Minimum:**

- The candidate will possess a minimum of a Bachelor's Degree from an accredited college or university, in an associated program, which may include health care, social work, psychology, sociology or a related field.
- At least two (2) years of experience working in human services, social work, or a related field.

**Preferred Qualification:** Bachelor's in Social Work (BSW), Bilingual (Spanish language preferred)

**License or Certificate:** A valid California driver's license and proof of insurability may be required for some positions to drive a District or personal vehicle to attend meetings or pick up/deliver documents or other materials.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

**Environment:** Work is performed primarily in a standard office setting. Duties are typically performed at a desk or computer terminal; subject to noise from office equipment operation; frequent interruptions and contact in person and on the telephone with students, academic and classified staff, and others. At least minimal environmental controls are in place to assure health and comfort.

**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; to verbally communicate to exchange information; and to occasionally travel to other offices or locations to attend meetings or to pick up or deliver materials.

**Vision:** See in the normal visual range with or without correction.

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

**Additional Information:**

\$27.50/hr

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Up to 25 hours per week.

Schedule TBD

On-site only

**REQUIRED APPLICATION MATERIALS**

Resume, cover letter, and unofficial transcripts.

This position is a short-term, temporary, hourly, Non-Bargaining Unit (NBU) assignment, not to exceed 160 days per fiscal year (July 1-June 30). The assignment is on an as needed basis, and may be shortened or extended at any time, due to departmental needs, with little to no notice. This recruitment will remain open until filled or withdrawn. Once you have submitted an application electronically, the current status of your application will be available to view at any time upon signing in under your personal username and password. Please do not call the Human Resources Office regarding the status of your application.

Employment with the South Orange County Community College District is contingent upon successful completion of the Human Resources pre-employment ("onboarding") process. The Human Resources onboarding process may include, but is not limited to, successful completion of Live Scan fingerprinting (approx.. \$70), I-9 completion, background checks, reference checks, TB testing, as well as completion of the online onboarding process. Failure to successfully complete any portion of the onboarding process will invalidate any conditional job offer received. Falsification of, or omission on, any SOCCCD pre-employment information may result in withdrawal of any conditional job offer or termination of employment. **Short term, non-bargaining unit (NBU) positions may only be used on an intermittent/seasonal basis.** Ed. Code sect. 88003 states "Short-term employee means any person who is employed to perform a service for the district, upon the completion of which, the service required or similar services will not be extended or needed on a continuing basis."

**The Immigration Reform and Control Act of 1986, Public Law 99-603, requires that employers obtain documentation from every new employee which authorizes that individual to accept employment in this country. Documentation according to USCIS I-9 guidelines (i.e. ID card and Social Security card) must be presented at the time of hire. Per IRS regulations, a Social Security card must be presented at the time of hire.**

**Inclusion, Diversity, and Equity:**

The South Orange County Community College District is committed to creating an academic and work environment that fosters diversity, equity and inclusion and equal opportunity for all, and ensures that



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students, faculty, management and staff of all backgrounds feel welcome, included, supported, and safe. Our culture of belonging, openness, and inclusion, makes our district a unique and special place for individuals of all backgrounds.

Our District and our colleges are looking for equity and inclusion-minded applicants who represent the full diversity of California and who demonstrate a sensitivity to the understanding of diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds present within our community. When you join our District, you can expect to be part of an exciting, thriving, equity-focused, and inclusive community that approaches higher education with the lens of social justice and collaboration among students, faculty, staff, administration, and community partners. In deciding whether to apply for a position with our District, you are strongly encouraged to consider whether your values align with our District's mission and goals for EEO, Diversity, Equity, and Inclusion.

**Disability Accommodations:** If you require special accommodations in the application and/or selection process, please notify District Human Resources (DHR) at least two (2) business days prior to the Job Close Date/Initial Screening Date, by either calling (949) 582-4850 or sending an e-mail to [hrinfodesk@socccd.edu](mailto:hrinfodesk@socccd.edu).

**NBU at-will employment:** After successful completion of the onboarding requirements, an individual may be employed by the South Orange County Community College District as a short-term, temporary NBU employee. Employment will be on an "if and as needed" basis, as determined by the District. NBU employment is at-will, and either party may terminate this working relationship at any time. Neither party shall be required to provide any reason for the separation. NBU employees shall not have reemployment rights or recourse to petition to be reinstated.

**Worksite:** NBU employees are limited to working in a single position in one department/site

**Work schedules:** Department/Division managers, administrators, and/or supervisors shall determine the work schedule of NBU employees to include the number of days and hours worked per week and the start and stop times.

**160-day restriction:** NBU employees will not work more than 160 days (in any combination of NBU positions) no matter how many hours per day they work.

**Payroll reporting period:** The payroll reporting period is from the 15th of the first month to the 14th of the next month. NBU employees are paid on the 10th of the following month. Ex: Pay Period 01/15/23 through 02/14/23 will be paid on March 10th.

**California Sick leave:** NBU employees are eligible for California Sick leave per AB1522. Information



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regarding AB1522 is provided to all NBU new hires during the onboarding process.

**Retirement information:** NBU employees may not work more than 960 hours from July 1st-June 30th. NBU employees who work more than 1000 hours per fiscal year are required to contribute to the California Public Employees' Retirement System (CalPERS), through payroll deduction of about 7-9%. The District does not intend to employ NBU employees for more than 1,000 hours during any fiscal year.

**Sexual Harassment/Discrimination:** The District is committed to providing an environment that respects the dignity of individuals and groups; is free of sexual harassment, exploitation, intimidation, violence, and other unlawful discrimination, preferential treatment, and harassment, including that which is based on any legally protected characteristic.

**Equal Employment Opportunity:** It is the intent of the Board to establish and maintain within the District and all of its programs and activities a policy of equal opportunity in employment for all persons, and to prohibit discrimination, preferential treatment, or harassment based on sex, age, gender identity, gender expression, race, color, ethnic group identification, national origin, ancestry, religion, mental or physical disability, medical condition, genetic information, pregnancy, marital status or sexual orientation or because an individual is perceived as having one or more of the above characteristics.

**Confidentiality:** Confidentiality of student and staff information is protected under federal law. Any information regarding students or staff that might be accessed in the course of a work assignment through a computer, student file, or other documentation, is to be used strictly to perform my job duties and may only be shared with those who are authorized to have such information.

**Mandated reporter:** Child Abuse and Neglect Reporting: The South Orange County Community College District recognizes the responsibility of its staff to report to the appropriate agency when there is a reasonable suspicion that an abuse or neglect of a child may have occurred.

**Elder and Dependent Adult Abuse Reporting:** It is the policy of the South Orange County Community College District to treat reports of violence against elderly persons or dependent adults as high priority criminal activity that is to be fully investigated regardless of the relationship between the victim and the suspect(s).

**Campus Crime and Safety Awareness:** Information regarding campus crime and safety awareness can be found at [www.saddleback.edu](http://www.saddleback.edu) or [www.ivc.edu](http://www.ivc.edu). Paper copies are available in Human Resources upon request.

**Drug-Free Environment:** The District shall be free from all unlawful possession, use, or distribution of

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illicit drugs and alcohol by students and employees. The unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in all facilities under the control and use of the District. Any student or employee who violates this policy will be subject to disciplinary action, consistent with local, state, or federal law, which may include the referral to an appropriate rehabilitation program, suspension, demotion, expulsion, or dismissal.

**Smoke Free District:** It is the intent of the South Orange County Community College District to maintain an educational and workplace environment that is conducive to the health and safety of our students and employees. Realizing the health hazards posed by smoking and by second-hand smoke, it is policy of the South Orange County Community College District to maintain a smoke free environment for all district sites.

**SPECIAL COVID-19 NOTICE:**

Interviews may be held in-person (following all necessary precautions) or in a virtual format. Employees must reside in California while employed with the South Orange County Community College District (SOCCCD), even during remote work. Thank you for your continued interest in working at the SOCCCD.

The SOCCCD is committed to protecting the health and wellbeing of students, faculty, staff, administrators, and the communities it serves. More information can be found on our District website by visiting <https://www.socccd.edu/communications/covid-19-information>.

**NOTICE TO ALL CANDIDATES FOR EMPLOYMENT:**

The Immigration Reform and Control Act of 1986, Public Law 99-603, requires that employers obtain documentation from every new employee which authorizes that individual to accept employment in this country. SOCCCD will not sponsor any visa applications.

**DISABILITY ACCOMMODATIONS:**

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**CAMPUS CRIME AND SAFETY AWARENESS:**

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**PLEASE NOTE:**

A California Public Employees Retirement System (CalPERS) retiree may not accept employment until after the first 180 days of retirement. Anyone retired from CalPERS accepting permanent employment with this District will be required to reinstate as an active CalPERS member. Please contact CalPERS for additional information regarding your retirement status.

Any active vested member of California State Teachers Retirement System (CalSTRS), who accepts employment with the District to perform service that requires membership in CalPERS, is eligible to elect to continue retirement system coverage under CalSTRS.

**EEO/AA Policy**

**DIVERSITY, EQUITY, INCLUSION, AND EQUAL EMPLOYMENT OPPORTUNITY:**

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*Our District and our colleges are looking for equity and inclusion-minded applicants who represent the full diversity of California and who demonstrate a sensitivity to the understanding of diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds present within our community. When you join our District, you can expect to be part of an exciting, thriving, equity-focused, and inclusive community that approaches higher education with the lens of social justice and collaboration among students, faculty, staff, administration, and community partners. In deciding whether to apply for a position with our District, you are strongly encouraged to consider whether your values align with our District's mission and goals for EEO, Diversity, Equity, and Inclusion.*

**SOCCCD IS AN EQUAL OPPORTUNITY EMPLOYER**

**Contact Information**

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

**Contact**

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