

Job Description

Position Title: Assistant Program Manager, Prison Programs

Job Family: Workforce Development

Job Level: Professional - Senior

FLSA Status: Exempt

Salary Grade: 06

Position Summary:

The Assistant Manager, Prison Programs is responsible for overseeing assigned prison programming. The Assistant Manager will collaborate with faculty, staff, and multiple departments across the college to implement complex educational programming to inmate-students. The Assistant Manager will oversee existing and developing Prison Education Programs (PEPs) and align college processes within the parameters set forth by the prison system. The Assistant Manager will work inside the prisons and meet with inmate-students regularly. The Assistant Manager works closely with the Advanced Program Manager, State and Federal Prison, on key initiatives.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Manages and maintains the operations of Prison Education Programs (PEPs). Develops, plans, and implements goals and objectives for prospective and approved Prison Education Programs.
2. Investigates and resolves complex inmate-student complaints and issues, including technology related issues, as well as prison-related interruptions in course progression. Meets in person with inmate-students regularly. Oversees use of the secure Learning Management system.
3. Collaborates with respective academic departments to facilitate learning within the security limitations set forth by the prison system. Manages technology integration. Serves as the faculty point of contact for the unique, secured Learning Management System specific to the prison system.
4. Acts as a PCC Prison Program liaison between the correctional complex and the College.
5. Manages course scheduling to ensure a pathway is available to allow for on-time completion. Manages the student enrollment progress. Monitors student persistence and retention.
6. Manages, proctors, and facilitates college readiness placement testing to ensure student success and appropriate course placement.
7. Provides direct service to students in-person and online, as required.
8. Monitors prison program delivery and services. Coordinates services provided by PCC Financial Aid. Ensures inmate-students receive information and services commensurate with traditional campus learners.
9. Assembles and analyzes a variety of data and statistics relating to the PEP program and summarizes findings, prepares reports, and makes recommendations.

10. Conducts duties and responsibilities of academic advising to PEP students. Provides students with academic support, including student concerns, class placement, orientation to the program, and technical use of the secure Learning Management System application and associated office suite. Partners with assigned Program Advisors.
11. Collaborates with ADCRR and multiple departments and Academic Divisions across the college to ensure program success.
12. Collaborates with College staff including Student Services, to assist inmate-students preparing for release from incarceration. Compiles, designs, and distributes appropriate transition resources.
13. Analyzes and measures operations and processes of assigned area(s); recommends improvement, prepares reports and provides modifications to accommodate student needs at each complex unit.
14. Facilitates and attends corrections complex meetings and events to provide program information to students to encourage interest, participation, and enrollment in PCC courses offered at the prison.
15. Participates in College and community committees, workshops, meetings, training sessions, task forces, and conferences related to prison educational programs.
16. Supports the preparation of applications and reports for Prison Education Programs.
17. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of regulatory compliance principles and practices
2. Knowledge of principles and methods for promoting programs and services
3. Knowledge of internal and external customer service principles and practices
4. Skill in coordinating and monitoring the work of others
5. Skill in budget/resource management
6. Skill in effective communication (both written and oral)
7. Skill in independent decision making
8. Skill in positive, productive, and flexible customer service
9. Skill in problem solving
10. Skill in program development and process improvement
11. Skill in project management principles, processes, and techniques
12. Skill in organization, coordination and management
13. Ability to adapt and maintain professional composure in emergent and crisis situations
14. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results
15. Ability to develop and maintain effective and positive working relationships
16. Ability to operate relevant equipment required to complete assigned responsibilities for the position
17. Ability to work independently

Supervision:

- Supervises work of others, including planning, assigning and scheduling work, reviewing work and ensuring quality standards, training staff and overseeing their productivity, and signing employee(s) performance evaluation. May have responsibility for making decisions on hiring, termination and pay adjustments.

Independence of Action:

- Results are defined; employee sets own goals and determines how to accomplish results with few or no guidelines to follow, although precedents may exist; supervisor/manager provides broad guidance and overall direction.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Organizational Culture: Provides an opportunity to impact the organizational culture of Pima Community College by both acknowledging the College's past and helping to chart its future.
- Student Success: Allows the opportunity to support student success as well as improve access and retention.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Bachelor's degree in a closely related field of study required.
 - Three (3) to five (5) years of professional level program experience required.
 - Five plus (5+) years of related experience preferred.
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions. There are also frequent visits inside the state prison and close interaction with felons.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in an standard 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 (up to 20 pounds) amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; may be required to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information. **Must be able to walk distances of up to two miles.**
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Pre-employment PCC Background Check Required
- Pre-employment ADCRR Background Check required
- DMV Check/Current and Valid AZ Driver's License
- Participate in week-long ASPC – Tucson New Employee Orientation