

Job Description

Workforce Alliance

Title: Student Support Coordinator

Salary Range: I

Nature of Work:

This position is responsible for providing professional guidance to students within identified Learning Communities at Gateway Community College, in order to achieve their maximum academic, career and personal/social potential. The Coordinator works under the direction of the Dean of Students and/or another higher level administrator within the Student Services or Learning Divisions at the college, as well as Workforce Alliance management staff.

The position has extensive collaborative relationships within the college, community and Workforce Alliance/CT Works One Stop system. This position will require flexible hours, including evenings and possible weekends.

Position will be initially funded for a maximum of one year, with continuation subject to availability of funding.

Examples of Work:

The following examples of duties and responsibilities illustrate the general range of tasks assigned to the position but are not intended to define the limits of required duties. Other essential duties may be assigned consistent with the general scope of the position.

A. *Student Assessment:* The Coordinator is responsible for assessing students' academic, career and personal/social support needs, and the development of individual plans to achieve success in these areas. Essential tasks include:

1. Developing recommendations for/referrals to activities and programs to meet student needs.
2. Ongoing monitoring, evaluation and revising (as necessary) of individual student plans.
3. Collaborating with the One-Stop Centers and other community resources to assist students with accessing support mechanisms.

B. Service Planning: The Coordinator is responsible for guiding and assisting students in the effective utilization of resources to support goal attainment. Essential tasks include:

1. Assisting students in the assessment and analysis of abilities, interests, skills, achievements, existing supports and barriers.
2. Assisting students in the development of long and short term personal, academic and career goals.
3. Referring students to professional resources in the college, at the One Stop Career Centers and in the community. Such resources may include career counseling, academic advising, special academic support units, tutoring services, disability services, child care, tax and consumer credit counseling, financial literacy, transportation, legal services, medical services, etc.
4. Planning, conducting and referring to (as necessary) workshops on topics such as communication skills, career exploration, study skills, time management, goal setting, balancing priorities, financial literacy, etc.

C. Training and Staff Development: The Coordinator is responsible for providing training for relevant college, One Stop Career Center staff and other relevant community entities to promote awareness of services and effective collaboration.

D. Program Evaluation: The Coordinator is responsible for evaluating the effectiveness and appropriateness of services provided, and for recommending needed improvements. Essential Tasks include:

1. Developing program evaluation tools and methods.
2. Using evaluation tools, surveys and questionnaires to assess program effectiveness.
3. Providing feedback to college and Workforce Alliance staff on evaluation results.

Qualifications

Bachelor's degree in counseling or related field and two to five years relevant experience in student advisement and/or assessment, or a combination of education, training and experience that would lead to the competencies required for successful performance of the position's essential duties. The Coordinator should demonstrate the ability to work effectively with a diverse population and non-traditional students. Knowledge of information and referral resources and services required.

Send resume & cover letter, incl. salary requirements, by 10/15/08, to:
Personnel Department, Workforce Alliance, 560 Ella T. Grasso Boulevard , New Haven ,
CT 06519 . No phone calls. EEO/AA