

RIVERSIDE COMMUNITY COLLEGE DISTRICT

STUDENT SUCCESS COACH

BASIC FUNCTION: Under the supervision of the area administrator, performs case management of select student populations, implements interventions, and makes referrals for at-risk students in order to improve student success.

REPRESENTATIVE DUTIES (Illustrative Only):

1. Manages a caseload of 250 or more at-risk community college students.
2. Schedules and proctors standardized assessments designed to identify caseload students' behaviors, attitudes and beliefs that contribute to success in college.
3. Maintains and updates records of caseload students to be able to respond to needs at various times during the academic term.
4. In collaboration with K-12 and external social services agencies, assists in identifying and recruiting select at-risk students for participation in targeted student support programs and initiatives.
5. Participates in the intake process for student support programs and initiatives by reviewing applications and verifying eligibility.
6. Develops and delivers workshops on topics designed to assist at-risk students acclimate to a college environment such as: integrating into the college culture, availability of academic and student support services, appropriate behavior for the college classroom, interaction with faculty, and other pertinent topics.
7. Maintains organized files of documents pertaining to the program/activity and its participants including documentation of student interaction and progress, transcripts and other student records deemed appropriate.
8. Coordinates with faculty regarding student attendance, behavior or other activities that might become obstacles to student success.
9. Acts as the main liaison between participating students, faculty, counselors, and administrative staff; involves conducting general follow-up via telephone and e-mail related to inquiries received.
10. Contributes in the process of monitoring the caseload students' academic progress throughout the academic year and serves as an advocate and a troubleshooter for caseload students who are facing obstacles to their academic progress.
11. Utilizes motivational strategies to help caseload students persist in college.
12. Collaborates with Institutional Effectiveness to develop and deliver presentations pertaining to the outcomes of targeted student success interventions.
13. Collaborates with college support and academic services such as Outreach, Counseling, Admissions & Records, Tutorial Services, Student Financial Services, Disability Resource Center, Transfer Center, and equity programs including EOP&S, Puente, T3P, TRiO-SSS, to maximize resources and services to students.
14. Attends regional and national conferences and training associated with best practices in student success.
15. Participates in District-provided in-service training programs.
16. Develops and maintains effective and supportive working relations with all stakeholders.
17. Performs other duties, related to the position, as assigned.

EDUCATION: An Associate's degree is required. A Bachelor's degree is preferred. Degree(s) must be from an accredited institution(s).

EXPERIENCE: Two years of work experience in serving and providing educational services to at-risk students in a higher education environment is required. Experience in developing and implementing support programs for at-risk students is also required. Experience in planning and implementing cultural and educational trips and excursions is preferred, as well as experience in caseload management.

LICENSES/CERTIFICATIONS: None

KNOWLEDGE OF:

- Educational challenges experienced by at-risk, first-generation, low-income college students;
- Student success and retention strategies;
- Non-cognitive, affective assessment practices;
- Policies and procedures in higher education;
- Transfer process;
- Matriculation requirements;
- Effective case load management;
- Effective communication skills; and
- Effective event/activity planning and implementation practices.

ABILITY TO:

- Understand, interpret and apply college policies, rules and regulations;
- Utilize technological tools to track student cohorts and to prioritize coaching services;
- Understand oral and written instructions;
- Deal effectively with a diverse college community;
- Communicate in a friendly and helpful manner;
- Maintain effective relationships with students, faculty, staff and the community;
- Understand at-risk student needs and make appropriate referrals.

CONTACTS: Co-workers, other departmental staff, faculty, students, parents, public agencies, and public school districts.

WORKING CONDITIONS: Must be available and willing to participate in on-campus social and educational activities as well as serve as a chaperone on one-day and overnight educational trips and cultural excursions.

PHYSICAL DEMANDS: Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds. Will require occasional travel.

ENVIRONMENTAL ELEMENTS: Employee works in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employee may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

OTHER: Candidate must demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students, staff and the community.

The Riverside Community College District is an equal opportunity employer and recognizes the need to provide reasonable accommodations to employees with disabilities. For more information, contact (951) 222-8039.