

**RIVERSIDE COMMUNITY COLLEGE DISTRICT**  
**NON-CLASSIFIED SHORT-TERM AND SUBSTITUTE**  
**TEMPORARY POSITION DESCRIPTION**

**POSITION TITLE:** Student Success Coach

**DEPARTMENT/LOCATION:** Counseling- Norco College

**BASIC FUNCTIONS:** Perform case management, implement interventions, and make referrals for at-risk students in order to improve student success.

**REPRESENTATIVE DUTIES:**

1. Manage a caseload of 300 or more students.
2. Assess needs of at-risk students using various methods including surveys, data, and interviews.
3. Manage a database of at-risk students to be able to respond to needs at various times during the academic term.
4. Design workshops on topics related to at-risk students including but not limited to: academic resources, integrating into the college culture, utilizing support services, decision making, appropriate behavior for the college classroom, and other student success strategies.
5. To maintain organized files of documents pertaining to the program and its participants including documentation of student interaction and progress, transcripts and other student records
6. Coordinate with faculty regarding student attendance, behavior or other activities that might become an obstacle to student success.
7. To act 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.
8. To contribute in the process of monitoring the participating students' academic progress throughout the academic year.
9. To intervene in situations to help rectify participating students' conduct concerns.
10. To prepare reports pertaining to the success of targeted students.
11. To prepare and execute public presentations pertaining to the outcomes of the student success interventions.
12. To be a main resource for participating students who are facing obstacles (of various natures) to their academic progress; this involves acting as a troubleshooter and advocate for students.
13. To provide guidance information related to college rules and regulations, policies and procedures
14. To assist students by providing guidance and motivation to persist in college.
15. To collaborate with a variety of college support and academic services such as Counseling, Admissions & Records, Tutorial Services, Student Financial Services, Disability Resource Center, Transfer Center, and specialized programs to maximize resources and services to students.
16. Performs other duties, related to the position, as assigned.

**QUALIFICATIONS:**

Minimum of a bachelor's needed. Background with college students or at-risk students is preferred. Experience in case management is preferred.

**HOURS/DAYS:** A Non-Classified Short-Term Employee is a temporary employee, exempt from the classified

service, hired to perform a service that is not needed on a continuing basis and is **limited** to 160 days per fiscal year. The department budget may further limit these days.

A Non-Classified Substitute Employee is a temporary employee, exempt from the classified service, hired to replace a classified employee who is temporarily absent from duty. Employment is **limited** to 160 days per fiscal year. The department budget may further limit these days.

A temporary employee can work 8 hours per day, 40 hours per week. If a temporary employee works 1 hour per day, it counts as one day towards the 160-day limit per fiscal year. Temporary employees are not exempt from overtime provisions and are entitled to overtime pay for overtime hours worked.

No temporary employee may begin to work without the authorization of Diversity and Human Resources.

The work location and assignment within the job classification is determined by the District and may be subject to change.

All offers of employment will be contingent upon the availability of funds and approval by the Board of Trustees.

**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.