

Southwestern College
Student Success Coordinator
JOB DESCRIPTION

REPORTS TO: Associate Dean, Student Services

DEFINITION:

The Student Success Coordinator is responsible for coordinating student success and retention initiatives at Southwestern College (SWC), including providing high-quality, 1:1 student success coaching, academic advisement, leading and implementing co-curricular student activities. This position works as part of a collaborative team in the Student & Career Services Department.

RESPONSIBILITIES:

Key responsibilities include ensuring that all student success initiatives are serving to foster an inclusive and equitable campus environment; providing students with access to an array of resources to successfully complete their academic programs; and maintaining collaborative relationships with faculty and staff to support student retention and success. In addition, the Student Success Coordinator provides quality 1:1 student coaching centered on academic, social-emotional, and career development, along with academic advisement for program planning. The Student Success Coordinator carefully delineates between coaching and therapeutic strategies and provides supervision for the Graduate Assistant peer coaches.

Student Success Coaching:

- *Career and Academic Skills Coaching:*
 - Serve as success coach providing guidance and support to students as assigned by the Associate Dean. This will include developing social-emotional, time management, organizational, and goal setting skills.
- *Program Planning*
 - Work closely with *Student Services & Field Training Coordinator* to provide academic advisement support to students who need to adjust their program planner.

Student Success Coordination

- Serve as point person to offer support and guidance to students in navigating services at SWC.
- Coordinate multiple student success initiatives including finding resources for social and material support (in Santa Fe and for online students), supporting no-curricular student connection activities, event coordination, facilitating payments for student initiatives and contractors, supporting student support groups, community service, career development workshops, and designing initiatives to bolster academic, social-emotional, and career supports.
- Coordinate administrative needs for New Student Onboarding process for fall, winter, and spring quarters.
- Provide initial and on-going support for student EPortfolios

Graduate Assistant Program

Revised April, 2023

- Provide general oversight and coordination of campus Graduate Assistantship (GA) program in collaboration with Associate Dean.
- Coordinate assignments of GAs to campus offices/staff.
- Coordinate with the Student Services & Field Training Coordinator to provide monthly professional development for GAs.
- Provide leadership for Graduate Assistants who are serving as student success coaches, including facilitating success coaching meetings, recording meeting notes, mentoring coaches, and coordinating annual reporting for the program.

Other duties as assigned

KNOWLEDGE, SKILLS & ABILITIES:

- Fluency in fostering inclusive and equitable environments where all students feel they belong.
- Coaching experience in academic or therapeutic environments.
- Demonstrated ability to provide quality and intensive student services in high pressure environments.
- Project management and ability to work independently on multiple and complex tasks and projects.
- Capacity to participate in and lead teams and facilitate groups
- Exceptional social-emotional skills in diverse environments.
- Excellent written and verbal communication.

REQUIRED QUALIFICATIONS:

- At least 5 years' experience in student support services in an educational or therapeutic setting.
- Experience working with student success initiatives including mentoring, coaching, and tutoring.

PREFERRED QUALIFICATIONS:

- Bachelor's or Master's degree in social work/services, counseling, or educational administration
- Experience providing support services to online students
- Familiarity with the counseling, art therapy, and related professions
- Demonstrated project management skills

COMPENSATION:

This is a full-time 40-hour-per-week, benefits eligible position. Pay range is \$50k - \$65k depending on experience.