

Position Title: Student Services Coach
Department: Career Pathways
Supervisor: Educational Attainment Manager
FLSA/ Status: Non-Exempt/ Full time
Job Grade: 4
Hiring Range: \$45,000 to \$51,000 per year
Revised: August 2021

WHO WE ARE

Mi Casa Resource Center (MCRC) is committed to creating pathways to opportunity for low-income and underserved individuals. For more than 45 years, we have provided nationally recognized workforce, business, and youth development programs throughout Metro Denver. Currently, MCRC educates, trains, and supports youth and adults on their path to economic success. Additionally, MCRC partners with the area's most respected organizations to provide economic and educational services to assist families to achieve their economic goals and realize their dreams.

Mi Casa Resource Center (MCRC) has partnered with Community College of Aurora (CCA) and Metropolitan State University Denver (MSU Denver) to create the Financial Services Pathway, a cross-institutional, first-of-its-kind, stackable credential model in which students are connected to promising career pathways and post-secondary credentials for the Financial Services industry simultaneously. The pathway begins with an industry exploration training at MCRC that prepares completers for an entry level position in a bank or credit union, at which point they can begin one of the two banking certificates offered at CCA and complete the pathway with the Bachelor of Science in Banking at MSU Denver. Along the pathway, students have the option to test out of classes through Prior Learning Assessments (PLA). MCRC acts as the Community-Based Organization supporting the higher education partners, financial services industry partners, and Mi Casa Career Pathways program.

POSITION SUMMARY

The Student Services Coach's primary job function is to increase enrollment, connect more students to PLA opportunities and improve student retention across the pathway. The Coach advises students through enrollment, retention, and completion in each institution along the Financial Services Pathway and supports participants with navigating higher education, outside of the Financial Services Pathway. They act as the liaison between the student, higher education institutions and industry partners, working closely with the advising and support staff at each institution to determine the best action plan for student success. The Coach meets frequently with students, primarily first-generation college students, evaluates their prior work experience and career & academic goals and helps them to work through challenges. In addition, they connect them to additional supports at the colleges, and assist students in creating a roadmap to achieve their career and academic goals. The Coach also works extensively with staff at each institution to support recruitment of students into the pathway, understand internal processes, identify barriers, and create access for students.

KEY RESPONSIBILITIES:

Student Interaction

- Works one-on-one with participants in the Financial Services Pathway to identify the best post-secondary plan and identify barriers that are impacting their success to or in college.
- Support student retention by tracking student progress in and out of the pathway.
- Addresses barriers by coming up with creative solutions and connecting students with in-school and local community service providers and resources.
- Monitors and tracks all students' progress within the Salesforce database.
- Outreaches, establishes and maintains close referral relationships with higher education institutions, and service and training providers to create a robust detailed and reliable referral directory.
- Develops individualized academic plans for students who enter and exit the pathway and maintains a comprehensive program plan to provide desired results.

Mission: Creating pathways to opportunity.

Vision: We envision a community where all people have the power to achieve their economic goals and realize their dreams.

Recruitment

- Supports Financial Services trainers by presenting & recruiting participants for the training, at least four times a year
- Collaborates with staff at each institution to support and participate in recruiting events.
- Works with financial services partners to recruit from current bank or credit union employees.
- Represents the Financial Services Pathway at public speaking engagements, community events and training opportunities.

Partnership Management

- Works closely with the advisors at Community College of Aurora and Metropolitan State University Denver, and the MCRC Career Pathways team.
- Collaborates with other college staff teams to provide resources to students.
- Attend and participate in regular partner meetings that include Deans, Instructors, Chairs, etc.

Evaluation

- Works with team members at each institution to oversee and implement the administration of Prior Learning Assessments (PLA) for students.
- Oversees tracking and reporting of student progress in MCRC's Salesforce database.
- Tracks data and prepares reports as necessary.

QUALIFICATIONS

- Two to four years of advising, student support services, or higher education experience.
- Two to four years of experience working with diverse populations and/or first-generation college students a plus.
- Bachelor's degree in related field is preferred.
- Computer experience with word processing, spreadsheets and database management.
- Knowledge of Denver-area higher education institutions, community-based organizations and resources.
- Occasional evening and weekend work.
- Background check is required.
- Bilingual English/Spanish is preferred.

KEY COMPETENCIES

- Proactive communication with multiple stakeholders
- Familiarity of strength-based coaching and intrusive advising
- Respect for low-income and diverse communities
- Understanding of the barriers facing first-generation college students'

MCRC provides a comprehensive benefits plan including employer sponsored medical, dental and vision benefits, employer paid life Insurance and disability benefits, paid vacation, 15 paid holidays and a retirement plan.

Mi Casa Resource Center is an equal opportunity employer.

Interested persons should email a cover letter and resume to jobs@MiCasaResourceCenter.org by August 31, 2021. Interviews may occur as qualified candidates apply.