
Job Title	HRA Fellowship Coordinator/Program Advisor
PVN ID	BX-2303-005499
Category	Instruction and Social Service
Location	BRONX C. C.
Department	CUNY EDGE
Status	Full Time
Annual Salary	\$50,000.00 - \$55,000.00
Hour(s) a Week	35
Closing Date	May 16, 2023 (Or Until Filled)

General Description

CUNY EDGE is the latest initiative in a 20+ year partnership between the City University of New York (CUNY) and the New York City Human Resources Administration (HRA) to support public assistance recipients enrolled in college. Launched in 2016, CUNY EDGE provides public assistance recipients enrolled at CUNY with a range of services, benefits, and supports, so they achieve academic excellence, graduate on time, and find employment. Key components of the program include academic, personal, and professional advisement, personal development seminars, paid work experience, and public benefits case management assistance.

CUNY EDGE provides these services, benefits, and support so that students are prepared and able to succeed in college and their careers. CUNY EDGE balances academic advising and personal support with workforce preparation, leadership development, and community engagement.

We are currently searching for a highly motivated individual who will be able to provide academic, professional, and personal support to students, both virtually and on campus.

You must have a passion for student success, a customer-service perspective, the ability to provide operational excellence in a fast-paced environment, and a desire for continuous improvement.

You must have at least 3 years of experience working in the student affairs field.

Other Duties

- Reports to the director of CUNY EDGE
- Provide direct student services to support students to graduation
- Conduct individual, group, and e-advising sessions for a caseload of up to 250 students using an “intrusive” and developmental advisement model

- Manage the HRA Fellowship program
- Conduct bi-weekly orientations for new students in the HRA Fellowship Program as needed
- Develop and maintain effective working relationships with Fellowship placement sites
- Monitor and report attendance in the HRA Fellowship Program, Federal Work Study, and internships, utilizing the required data systems (Training Provider Timekeeping System (TPTS), Daily Timekeeping System (DTS), NYCWAY and Research Foundation payroll)
- Enter data and utilize the relevant systems; Google Drive; and custom-built databases like the DMS
- Complete HRA paperwork and liaise with HRA to address issues with student's public assistance case (attendance, child care, closed case, etc.)
- Conduct assessments, and review student progress, including degree mapping and transition planning
- Support the program's efforts to meet specific numeric goals around student participation, persistence, graduation, and employment
- Complete and collect HRA, Bronx Community College, and Research Foundation paperwork
- Work with students to address any issues impacting participation in program activities
- Identify and refer students in need of additional psychological, financial, career, or academic services
- Coordinate with other campus programs, specifically ASAP, SEEK, and College Discovery, as needed
- Support the recruitment of new students
- Research and help students apply for internships, scholarships, and opportunity programs
- Facilitate personal and professional development seminar series; coordinate with and publicize other workshop opportunities at the college
- Research and disseminate information on external supports; Maintain and distribute information on fellowships, internships, housing, and other topics of interest to students
- Support the program's vision of integrating academic and career advisement by providing comprehensive academic advisement and career support services
- Review student tracking and outcomes data as a member of the CUNY EDGE team
- Track and review student contacts on a monthly basis, maintaining accurate academic/career development files for each CUNY EDGE student, and recommending appropriate action plans to promote and ensure student success
- Provide analytical, quantitative, and qualitative reports to coincide with the program mission and complete data entry quickly and accurately
- Proactive and flexible, with the ability to establish plans and manage a varied workload, deadlines, and conflicting priorities
- Work closely with college leadership and the Central Office to ensure program quality
- Participate fully in professional development opportunities
- Provide exceptional customer service
- Perform related duties as assigned

Qualifications

- Bachelor's degree and at least three years relevant experience required, preferably in an educational or social service program serving low-income students
- Must have experience working with students on job placement
- Ability to academically and personally advise students and support them to meet their educational and work goals
- Detail-oriented with strong organizational skills

- Very strong communication skills (written, oral and interpersonal) are required
- Proficiency using standard office computer programs, systems, survey tools, and databases
- Experience collecting, reporting, and using data to make strategic decisions
- Ability to work in a team while also handling individual day-to-day responsibilities independently
- Ability to speak a language in addition to English is a plus
- Ability to work some evenings and weekends
- The chosen candidate must be able to work in person on campus