



Job Title	Student Success Coach
PVN ID	JJ-2502-006702
Category	Instruction and Social Service
Location	JOHN JAY COLLEGE OF CRIMINAL JUSTICE
Department	Institute for Justice and Opportunity
Status	Full Time
Annual Salary	\$50,000.00 - \$54,000.00
Hour(s) a Week	35
Closing Date	Apr 10, 2025 (Or Until Filled)

General Description

The Student Success Coach at John Jay College Institute for Justice and Opportunity is vital in empowering students with a high school diploma or equivalency, guiding them through their transition into higher education and industry-recognized career training and certification programs. This role provides continuous coaching and support to ensure students achieve their academic and professional aspirations. The coach works collaboratively with Support Services, Education Peer Mentoring, and Career Pathways to facilitate seamless referrals and resource sharing, enhancing the holistic support provided to students. The Student Success Coach is also expected to offer campus tours and/or directional support toward campus resources, contacts, and guide books available on their caseload's respective college campuses that ensure that support is at arm's reach throughout their academic and professional journey.

Key responsibilities include helping students navigate and overcome barriers to college enrollment, understanding the intricate details of completing a financial aid application and/or loan rehabilitation, particularly as a formerly incarcerated individual, and offering ongoing assistance to returning students facing academic and reentry challenges. It is pivotal that we develop trust with our student population by having consistent communication and care for the whole student. Given the unique needs of this student population, the coach must be skilled at building strong, lasting relationships with various CUNY offices and partner SUNY and private colleges and universities to ensure students have access to the resources and support they need to succeed.

In addition, the Student Success Coach will facilitate workshops designed to prepare students for the collegiate environment and engage with prospective students in correctional facilities, offering guidance and resources to foster successful transitions. Flexibility is required to accommodate non-traditional work schedules, off-site service delivery, and periodic travel while also staying current with new technologies, i.e. Brightspace. The role includes regular case note entries, monitoring and follow-up on student progress, and staying abreast of educational landscape updates and changes.

ABOUT THE INSTITUTE:

As a champion of institutional, structural, and personal transformation, the John Jay College Institute for

Justice and Opportunity (The Institute) opens doors and eliminates barriers to success for people who have been involved in the criminal legal system. The Institute has a diverse portfolio of projects that focus on identifying what it takes for people to live successfully in the community after justice involvement and on increasing the effectiveness of the professionals and systems working with them. Recognizing the transformational power of education, the Institute focuses much of its work on increasing access to higher education for people with criminal histories. The Institute's comprehensive and strategic approach includes direct service, research, technical assistance, and policy advocacy. To learn more please visit our website: <https://justiceandopportunity.org/>

The Institute prides itself on being the leading organization in NYC that works with individuals who often face extreme barriers to employment, current or former homelessness, substance abuse disorders, and/or low educational attainment.

Other Duties

This position directly supports the mission of the Institute for Justice and Opportunity, which seeks to provide transformative education and services to justice-impacted individuals and foster pathways to academic success and career advancement.

Duties and Responsibilities:

- Provide individual and small group coaching to assist students in navigating the crucial steps towards continuing their education, including; but not limited to, college enrollment, document/transcript recovery, and financial aid enrollment
- Conduct academic and social needs assessments of students' and make appropriate referrals to campus and internal departments
- Facilitate student workshops in various settings, including the programming office, various correctional facilities across New York State, community-based organizations, and criminal justice agencies
- Engage in all academic, career, and community building programming aspects across the Institute
- Regularly track student progress using systems like Salesforce, CUNYfirst, and any higher education database systems to verify enrollments/semester completions, and maintain detailed records to support student retention and outreach efforts
- Identify and foster relationships with relevant stakeholders to enhance support for students both on and off campus.
- Assist in the development and serve as a thought partner for the implementation of academic success programs and strategies
- Collaborate closely with the Manager of Student Success Initiative Program, Director of College and Career Pathways, and Senior Director of Programs and Services to advance division priorities for improving student persistence, retention, and graduation rates among our students
- Assist in designing, organizing, and implementing events and programs dedicated to the success of Institute students and alumni
- Ensure communication with students, based on needs assessment, to build rapport with students and maintain a lifeline for students as they navigate the higher education landscape
- Develop, plan, and implement strategy to facilitate students' transition to the campus environment and collaborate with other departments and faculty to support program and activity implementation (ie. SEEK, ASAP, MathStart)

- Assist students with financial aid, College, Advance Certificate, and Continue Education applications
- Design, deliver, and evaluate interventions, programs, and services for underrepresented, marginalized, and targeted minority students
- Develop and coordinate high-impact practices, academic support, and advising initiatives for identified student populations, alongside the Manager of Student Success Initiative Program
- Perform administrative tasks and complete additional duties as assigned by the Manager of Student Success Initiative Program
- Attend all Institute-wide events
- Other duties as assigned

Qualifications

Required Skills/Abilities:

- Demonstrated ability to respond in trauma-informed manner to emergencies, developing solutions in partnership with students and relevant stakeholders
- Proven experience engaging diverse stakeholders in professional development and networking activities
- Ability to work independently and collaboratively in a demanding and complex work environment, carrying out complex assignments in a timely manner and adapting to changing situations and priorities
- Proficiency in using database systems like Salesforce, CUNYfirst, and other higher education systems
- Experience working with justice-impacted individuals and delivering trauma-informed services with motivational interviewing skills

Required Physical Abilities:

- Ability to lift and move up to 25 lbs
- Organize office space, handle filing, and carry boxes
- Assist with moving supplies and event decorations
- Perform any other physical tasks within the duties of this role to support student success

Education and Experience:

- A Bachelor's degree or advanced degree in a related field is required
- At least two years of experience in counseling, college readiness programming, or reentry services
- Experience or willingness to work in a correctional facility is preferred

Please submit resume and cover letter.