



Success Coach Job Description

Maximum 20 hours per week at \$19.00/hour, max per year 900 hours

Priority deadline to apply: March 25th

Interviews to occur: week of April 6th

PCC's Success Coach (SC) Program provides transition-oriented case management services to cohorts of students. SCs are *paraprofessional* staff members working in multiple areas at Pasadena City College in the Divisions of Student Learning Services. SCs guide students as they experience community college life. The emphasis is on supporting the student's adjustment to the campus culture while helping foster successful student habits as they progress through their college career.

Maturity, flexibility, enthusiasm, and a strong work ethic are prerequisites for this position. The successful SC possesses strong communication and leadership skills and a positive view of the community college, its students, and its staff. They conduct themselves in a professional manner and model positive behavior consistent with the mission of Pasadena City College. They are also able to work well with diverse instructors, counselors, staff, and administrators.

Time commitment:

These are temporary positions based on grant funding and successful evaluations. **The minimum time commitment is one year.** **The position will begin on July 1, 2020 and end on June 30, 2021.** Continuing on to the next academic year will be dependent upon funding, a positive evaluation, and the desire of the coach to continue. SCs will work 16-20 hours per week, a minimum of 3 days a week, a maximum of 8 hours in one work day. These positions will complete paperwork in **April 2020** and training in **June and July 2020.**

Examples of Duties:

1. Be responsible for an assigned group of approximately 150-500 students.
2. Act as an informed referral source and accompany students to resources as needed.
3. Guide/collaborate with students to follow-through on tasks.
4. Collaborate with assigned professors, following their lead in the classroom (as applicable).
5. Participate in and lead workshops in collaboration with faculty and staff.
6. Mentor students in effective time management and study skills.
7. Maintain detailed student contact notes, appointment calendar, and records of requirement completion in PCC Connect and other platforms.
8. Outreach to caseload through multiple means of communication (email, text, phone call, Canvas message)
9. Facilitate student learning of PCC's schedule of classes and class registration system.
10. Collaborate with fellow Success Coaches to develop supplemental projects.

11. Initiate appropriate individual projects based on student and program needs with the approval of the Student Success Coach Lead.
12. Attend weekly meetings and training sessions on Fridays.
13. Communicate consistently with Student Success Coach Lead regarding SC student caseload, weekly schedule, and institutional questions.
14. Track their caseloads' completion of Student Equity and Achievement Program (SEAP) goals, assessment, orientation, and comprehensive student education plan
15. Perform appropriate clerical duties as necessary.

Minimum Qualifications:

Education and Experience:

Bachelor's degree. Substantial course work in topics such as higher education, psychology, social work, human development, counseling, sociology, group dynamics, and guidance is essential. **If candidate does not have a degree in these disciplines, they should have at least two years of verified experience** working directly with students in a setting that involves the following types of recent experience: supervised peer mentoring/advising, college housing (resident assistant/coordinator positions), crisis/hotline counseling, and orientation leadership. The successful candidate must also have work schedule availability that supports their program's needs.

Please do not apply if you do not have training in or will not be concurrently enrolled in a program that provides case management skills. We do not need experience with strictly information sharing or administrative/clerical duties in student service settings.

Knowledge and Abilities:

1. Excellent communications skills: listening, responding, presenting, addressing and resolving conflict.
2. Understand the needs of and/or have experience working and connecting with first year college students who are predominantly underprepared for college demands.
3. Understand the needs of and/or have experience working and connecting with community college students beyond their first year, particularly in regards to goal completion.
4. Ability to work effectively with diverse populations of students, faculty, and staff.
5. Ability to work with committees to plan and facilitate workshops.
6. Ability to work collaboratively with faculty, staff, and other SCs.
7. Capacity for discretion, diplomacy, and confidentiality.
8. Demonstrated record of leadership, maturity, and academic success.
9. Resourcefulness.
10. Ability to learn PCC's processes, policies, support systems, and website tools.
11. Knowledge of research techniques.

Preferred Qualifications:

Preference will be given to candidates enrolled in their graduate program in relevant majors such as higher education, counseling, social work, human development, psychology, or the equivalent. Experience leading group presentations for this age group. Experience working in a team. Knowledge of the community college system and its mission.

Success Coach Positions

PCC Pathways Program

Students enrolled in the program are guaranteed priority registration and provided with critical support in and out of the classroom. They have access to the Pathways Center which houses a computer lab, peer tutoring services, and a coaching space. You are encouraged to view our program here: <https://pasadena.edu/academics/support/pathways/about/index.php>

Athletic Success Coach

This SC position will work independently to support student athletes in the Stan Gray Athletic Zone. The SC will work with culturally and socio-economically diverse student athletes in their first, second and third academic years that are involved in one or more of PCC's 16 sports. The SC will review student athlete progress checks and refer students to campus tutoring or other support services as deemed necessary.

International Success Coach

This SC position will support international students in the International Pathway program. International SCs work closely with members of the Committee on International Education, including the International Student Center staff, international counselors, and Pathways faculty to collaboratively create programs and processes that fulfill the needs of PCC international students. Unique functions of this position include requesting funding and planning orientation, career, and cultural events for international students.

Ujima Success Coach

This SC position will support students in the Ujima Pathway program. Ujima is a learning pathway designed to enhance the experience of African American students. It is located in the Black Student Success Center and SC's collaborate closely with counselors, tutors, and staff in the center to meet their students' needs. SC's aid students with their academic goals by connecting them with tutoring services, monitoring the grades of their caseloads through regular student-acquired academic progress reports, and booking student appointments with Ujima counselors.

XL First Year Success Coach

This SC position will support students in the XL Pathway program. The XL Pathway is the largest in the program because it is not specific to any one population. Any student can join XL as long as they have graduated high school and are new to college. As a result, XL SCs work with students who have a wide range of interests and concerns. XL SCs track Pathways students through program completion and collaborate to develop events and workshops to meet the needs of first year college students. XL SCs facilitate orientation workshops for new Pathways students and support their transition into college as well as the completion of their goals at PCC.

Completion Success Coach

This SC position supports students in their second year at PCC and beyond. Each Completion SC will be assigned a caseload based on a career community and work closely with a team in a success center that corresponds with their community. This role supports students in completing their goals at PCC through outreach, referral, and collaboration.

EOP&S Success Coach

This SC position will support students in the EOP&S program. The SC works primarily with a cohort of EOP&S college students who are experiencing academic and/or financial barriers to achieve success. The SCs assist students in informing them about academic, career and personal well-being resources both off and on campus. Also, the SCs outline and enforce the EOP&S eligibility requirements alongside assisting in the facilitation of weekly support clubs.

Foster Youth Programs Coach

This SC will support current and former foster youth. This SC will work closely with the STARS, NextUp, and EOP&S programs to create programming to support this population. The SC will serve foster youth as a major support system that connects them to on and off campus opportunities and resources. Duties include: screening and reaching out to students who identify as current or former foster youth, assisting with the intake process, distributing resources, facilitating workshops, and attending Foster Youth specific outreach events.

Transfer Center CLAVE Coach

This SC will work with students in the CLAVE program (Chicanos/Latinos Advancing in the Values of Education). This SC works in the Transfer Center and works with center staff to support students in their goal of transferring to a four-year university. The SC will assist students in becoming transfer ready through academic checks, transfer workshop recommendations, and follow-ups. The SC is responsible for outreaching to CLAVE participants. Other responsibilities include participating in the planning of the Latinx graduation and other event support.

Application Instructions:

1. Use this link to complete application by the priority deadline of **March 25th**:
<https://forms.gle/hzfJeBdX8kRXT8T68>
2. Submit resume and cover letter:
 - a. Please address your experience with equity in higher education and your understanding of community college student needs in the cover letter.

If you have any questions or concerns please contact:

Emily Bangham, Student Success Coach Lead
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1570 East Colorado Blvd.
Pasadena, CA 91106
Or: ebangham@pasadena.edu

PLEASE DO NOT SUBMIT YOUR APPLICATION TO OUR HUMAN RESOURCES OFFICE. THESE ARE GRANT-FUNDED POSITIONS AND NOT PART OF THE HR HIRING PROCESS.