



JOB TITLE: TRiO SSS Success Coach

JOB CODE: Hourly

Department Name: TRiO SSS Grant
Reports To: TRiO SSS Grant Coordinator
Location: Mt. Pleasant and Harrison Campus

EX/NE: Non - Exempt
Pay: Grade 6, Per ESPA Agreement
Last Revised: June 2020

POSITION SUMMARY:

Mid Michigan College seeks individuals who: value collegiality and mutual respect; use data in decision making; are innovative; are service minded; are goal oriented; strive to continually improve themselves and their work processes; are willing to collaborate and seek to add value in every interaction.

The Success Coach brings systems, program advocacy, and operational efficiencies of the program directly to bear on the persistence, academic standing, graduation, and transfer of participants. Working proactively and intentionally with a caseload of students, the Success Coach serves as a student advocate and champion, providing ongoing advising, assessment, resources, and guidance that motivates students to set goals, develop and execute their Individual Academic Plans (IAPs), problem solve issues, access needed resources, and develop actionable success plans. The Success Coach recruits, completes initial intake and eligibility, teaches the College Navigation Course, facilitates and participates in TRIO SSS activities on and off campus, and assists with Grant Aid and the Annual Performance Report.

ESSENTIAL JOB FUNCTIONS:

1. Assists in recruiting potential TRIO SSS students, conducts initial intake with prospective participants to determine eligibility, and participates in SSS student orientation.
2. Determines services based on a review of placement scores, assessment results, high school/college academic standing, financial need, and/or accommodation documentation. Final acceptance decision approved by TRIO team.
3. Works collaboratively with students to create their IAPs, select and register for classes, and develop a concrete actionable plan for success following the Guided Pathway model according to their major. Meets twice per semester with students face-to-face or via technology platform.
4. Monitors participants' progress and assists with support services as needed by connecting with faculty and other Mid staff (i.e., Library and Learning Services, Financial Aid, Student Services, Career Center, Accommodations, etc.), using current assessment data (i.e., CSI, LASSI, MYSA, and Focus 2), collecting and using midterm and end-of-semester reports and transcript data, and monitoring and responding to Early Alert System warnings.
5. Uses student assessment data and best practices to develop and participate in on and off campus professional development workshops, cultural enrichment activities, "Give Back" or volunteering activities, four-year college and/or university transfer visits, and annual Welcome and Honors & Recognition Banquets. Provides outreach to SSS students to stimulate participation and active engagement.
6. Develops plans for participants transferring to four-year institutions. Assists with the decision-making process, applications for admission, and financial planning.

7. Works with the Financial Aid office to ensure participants have sufficient financial assistance to support their plans. Assists participants in preparing the FAFSA and applications for other financial aid (i.e., internal/external scholarships and grants). Assists with the TRIO SSS Grant Aid process including application, award decisions, and disbursement.
8. Tracks and documents all student contacts and progress in Blumen software, SMART, and Ellucian/Colleague.
9. Assists with TRIO SSS Annual Performance Review.
10. Serves as lead instructor for the Navigation seminar.
11. Attends departmental meetings, internal/external committee meetings, and the TRIO SSS Advisory Board meetings as assigned.
12. Seeks out professional development opportunities and attends TRIO SSS Priority and other training and conferences as assigned by supervisor.
13. Supports and serves as a role model for our mission, vision, strategic, and service initiatives. Adheres to the organization's policies, procedures, and compliance guidelines.
14. *Per the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (Clery Act), a federal consumer protection law, your job position entails functions that meet the definition of a Campus Security Authority (CSA). CSAs have a duty to report any crime to the College's Clery Compliance Officer. This information may be disclosed to them directly, through third-party, or witnessed. As a CSA, you are required to complete annual training which is provided by the College. This training encompasses your role, responsibilities, and reporting obligations.*
15. Performs other duties as assigned.

BACKGROUND AND JOB REQUIREMENTS:

Knowledge, Skills, Abilities:

- Knowledge of advising techniques, including decision making and problem solving capabilities.
- Ability to assess academic and non-academic student needs to develop a coherent and realistic plan.
- Ability to promote open communication through a variety of channels including social media.
- Demonstrated respect and interpersonal skills for working productively with students who will benefit from participatory, structured interventions.
- Ability to create positive group dynamics and facilitate active learning.

Education, Certification, Licensure:

- Bachelor's degree in education, human services, social work or a related field required.

Experience:

- Two years of advising experience, preferably in a community college setting, working directly with students or others from diverse, disadvantaged populations to provide guidance that leads to actionable plans preferred.

WORKING ENVIRONMENT:

- The job responsibilities of this position are performed in an office building environment.
- There will be regular travel between Mt. Pleasant and Harrison campuses.
- There will be periodic travel for program activities, conferences, and training.

- Duties are performed in an independent and team atmosphere. Continuous collaboration with team and supervisor will occur.
- This job requires minimal physical exertion, such as walking, standing, stooping, bending, climbing, lifting material or equipment, some of which may be heavy or awkward (5- 50 pounds).
- Minimal discomfort due to heat, dust and noise may occur.
- Typical work schedule is 1st Shift 8:00am – 4:30pm with flexible or extended hours as approved by supervisor.

Note: This job description is intended to describe the general nature and level of work being performed by a person assigned to this job. It is not to be construed as an exhaustive list of all job duties that may be performed by a person so classified. Incumbents may be asked to perform additional duties as required by his/her supervisor.

Employee Signature: _____

Date: _____