



# ST. FRANCIS COLLEGE

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## Success Coach

### **About St. Francis College:**

We are committed to diversity, equity, and inclusion and serve one of the most diverse student populations in New York City and the country. St. Francis College has a 160-year history of serving New York City's low-income, working class and immigrant families, and a mosaic of diverse individuals, offering our students opportunity—the opportunity to pursue a college education that is accessible and affordable and to use their hard-earned degree and experience to build careers and achieve economic mobility. Today, St. Francis College's student body is one of the most diverse in New York City and the nation: 28% of students identify as Hispanic, 24% Black, and 26% White. Over 60% of students are female and 47% receive federal Pell grants. Candidates who are culturally competent and have the professional skills, experience and desire to engage with a collaborative and diverse college and community, are particularly sought after for employment with the College. To learn more about St. Francis College and our commitment to diversity, equity and inclusion, please visit us at <https://www.sfc.edu/>.

**Job Summary:** Reporting to the College's Assistant Dean, Center for Learning and Leadership, the student Success Coach serves as the primary facilitator of academic coaching for students needing academic and financial intervention and financial literacy support. Students, especially students on academic probation or a part of an opportunity program, collaborate with their Success Coach to develop strategic financial goals for the semester, connect to additional campus resources, and receive support for overall academic success. Through an encouraging, action-oriented approach the success coach helps students learn about financial literacy, overcome financial aid setbacks, develop strong financial and academic strategies and become self-advocates. Through guidance and intentional support, the success coach will help students elevate their financial stability and maintain the federal, state and institutional aid provided to complete their studies.

**Special Circumstances:** This full-time position will at all times be contingent upon third party grant funding. Any lack of such funding may lead to a reduction in work hours or the elimination of this position.

### **Duties and Responsibilities:**

- Work closely with the Academic Resource and Recovery program to provide individualized support and coaching to develop student skills in the areas of learning, problem-solving, self-advocacy, financial literacy, and college success.
- Serve as the assigned success coach for students who need to overcome academic challenges and other barriers that interfere with their financial aid and progress towards graduation.
- Provide case management and direct support to students referred for financial distress and academic support (i.e. oversee the laptop loan program, manage CLL's Financial Resource Canvas page)
- Assist students in overcoming any roadblocks with FAFSA completion, and assist in utilizing campus resources such as Campus Logic, Self-Service, and TouchNet to navigate financial support and payment processes.
- Help students create actionable goals and provide accountability and support for students on academic probation.
- Help to run study hall and workshops for the Academic Resource and Recovery program.
- Create effective communication plans using Navigate which drive students to key events and resources by using tools such as push-notifications, nudges, and alerts.
- Utilize the Navigate platform and other campus tools to monitor student progress and success metrics.

- Perform regular assessment of program outcomes, student satisfaction, academic performance, and retention.
- Collaborate with student support teams to develop programming on financial literacy.
- Utilizing tools including, but not limited to, Clifton StrengthsQuest, SmarterMeasure, and StudentLingo to provide students with additional insights which help support their goals.
- Collaborate with Admissions, Office of Community Partnerships, Student Financial Services and Bursar to develop and facilitate impactful programs on financial aid navigation and literacy, including but not limited to, FAFSA completion, identifying funding sources, SAP appeal, managing time and multiple responsibilities, etc.
- Assist in the coordination and implementation of summer programs, orientations and workshops.
- Maintain training and professional development in the areas of student success, financial aid policies and procedures, effective learning strategies.
- Stay informed of the college's rules and policies to direct students to the appropriate resources within the College, and ensure proper security for student educational records in accordance with the Family Educational Rights and Privacy Act (FERPA).
- Participate in specific events which include but are not limited to, the College's Open House, Admitted Student and other recruitment events, orientation, or special events which may require evening, or weekend work.
- Perform additional duties as assigned.

**Qualifications:**

- BA degree required; MA in higher education, counseling or related field preferred.
- 2-3 years' experience providing academic support or financial aid counseling.
- Knowledge of Federal and New York State financial aid process.
- Schedule: Flexibility in work hours is required to accommodate changes to class schedules, enrollment and other factors throughout the College's academic year. Some evening hours may be required.
- Strong proficiency with technology.
- Demonstrated inclusive student-centered philosophy of providing services and resources.
- Demonstrated ability to motivate students to learn.
- Demonstrated ability to work effectively with individuals from diverse educational, cultural, and economic backgrounds.
- Excellent communication and interpersonal skills; ability to work well with students, faculty and academic administrators.
- Ability to relate to the many different constituent groups and a commitment to campus diversity, equity and inclusion.
- Culturally sensitive, caring and friendly with a deep understanding and appreciation of an inclusive multi-cultural college community and the Franciscan traditions of St. Francis College.

**St. Francis College is committed to providing opportunities to all persons without regard to sex, race, creed, color, religion, national origin, citizenship status, age, disability, marital status, gender identity or expression, predisposing genetic characteristics, status as a victim of domestic violence, sexual orientation, status as a Vietnam-era or special disabled veteran, or any other characteristic protected by law in its education programs and activities or employment. The College is an Affirmative Action, Equal Opportunity employer and we are strongly committed to equity and to increasing the diversity of our faculty, staff, students, and the curriculum. Applications by members of all underrepresented groups are encouraged.**

Interested applicants can apply by clicking [here](#).