

RHODE ISLAND OFFICE OF THE POSTSECONDARY COMMISSIONER
NON-CLASSIFIED, NON-UNION JOB DESCRIPTION

TITLE: Educational Support Specialist (part time/temporary) – Adult Education Initiatives

AGENCY: Rhode Island Office of the Postsecondary Commissioner

REPORTS TO: Educational Support Coordinator

SUPERVISION OF N/A

SALARY GRADE: \$20 per hour

BASIC FUNCTION:

Serve as a Navigator point of contact for adult students referred by the RI Reconnect portal in Northern Rhode Island. Facilitate network development including but not limited to increasing on- and off-campus connections/collaborations, outreach to students, assessment of need, student support, follow-up, communications, and data collection/record-keeping with non-traditional age students who are re/enrolling in college or in workforce development activities to facilitate completion; facilitate education or training enrollment, persistence, and completion for students, with targeted outreach to under-represented populations; cultivate and nurture partnerships for student resources.

SPECIFIC DUTIES:

NETWORK REPRESENTATIVE - Adult Student Coaching

- Be available to work 19 hours per week that include afternoon/evenings and weekend hours, and to travel locally, as required
- Provide engaged, proactive, and strategic coaching services aimed toward developing and maintaining working relationships with adult students to maximize their achievement, retention, persistence, and educational and/or workforce training goal attainment
- Engage adult learners through portal referrals, walk-ins, appointments, and workshops to assist students with enrollment processes utilizing a variety of contact methods (email, phone call, in-person, classroom presentations, etc.)
- Support students with financial aid applications and processes
- Maintain a thorough understanding of workforce development eligibility requirements, college policies, procedures, programs, curriculum, and services to give accurate information concerning admission, registration, and progress toward workforce credential attainment, graduation and/or transfer
- Plan with students to utilize personal strengths and available supports to address barriers to educational achievement; develop a plan with each student and review progress toward objectives
- Communicate promptly and consistently with students, using a variety of methods (email, phone call, in-person, classroom presentations, etc.)
- Refer students to academic support services, appropriate campus services, public benefits, and community-based resources, as needed
- Advocate for students and teach self-advocacy skills
- Complete all required data and record keeping and ensure that it is kept up-to-date for all students served, including progress notes, contact sheets, intake questionnaire, etc.

OCCASIONAL JOB FUNCTIONS:

- Provide coverage for other project staff, as needed
- Perform other duties and responsibilities as assigned by the Educational Support Coordinator

QUALIFICATIONS REQUIRED:

- Experience in social services and/or higher education, or a relevant field
- Ability to establish professional relationships with students, co-workers, and all referring agencies
- Excellent organizational skills; strong verbal and written communications skills, including presentation skills
- Ability to work in a fast paced, high performing team environment
- Knowledge of and ability to utilize computer applications in an educational environment, such as Microsoft Office
- Proven ability to effectively interact and communicate with a diverse group of students, alumni, and staff
- Willingness to pursue appropriate and ongoing professional development
- Able to plan, organize and administer multiple activities and meet deadlines
- Strong respect for and desire to support diverse and inclusive communities
- This position will require travel to locations throughout Rhode Island. Must have access to and use of own transportation

DESIRED SKILLS:

Proficiency in English and Spanish.

- Experience working with grants.
- Lived experience as an adult college student preferred.

Please note: This is a part-time, temporary position, grant funded through October 1st 2021.

Please submit applications via the employment posting at <https://www.riopc.edu/page/employment/>. Applications will be accepted until the position is filled.

The Office of the Postsecondary Commissioner is dedicated to the goal of building a culturally diverse and pluralistic team committed to working in a multicultural environment and strongly encourages applications from minorities and women.

Reasonable accommodations for individuals with disabilities can be arranged in order to perform the essential functions of the job.

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER