

Student Success Coach

Job details

Job type

Contract Employee

G.R.O.W.T.H. Services of Louisiana

Come join an organization that strives for Extraordinary People and Exceptional Performance! GROWTH Services of Louisiana is looking for Student Success Coaches to perform support services to educate and coach our community to live better lifestyles. GROWTH is responsible for a coordinated set of activities for students with disabilities designed within an outcome-oriented process that promotes movement from school to post-school activities, including post-secondary education, vocational training, integrated employment (including supported employment), and Pre-Employment Transition Service (Pre-ETS) Programming. Specifically, this position will be responsible for implementing locally tailored practice and evidence-based strategies related to Pre-Employment Transition Services (Pre-ETS) in the Baton Rouge Metro Area.

Job Description

Opportunity at a Glance

Success Coaches serve as academic mentors, coaches, advisors, and ultimately are champions focused on the success of their students. Success Coaches partner with students throughout the life of their academic program. Facilitate and delivers contextualized curriculum; serve as students' primary source of support to ensure each student is making meaningful progress in their program. Success Coaches work weekly with their assigned students in overcoming learning obstacles and understanding program expectations. They partner closely with Faculty in the academic program to ensure each and every student is receiving the support and academic engagement required for success. Coaches reflect commitment to their students' success in their daily work and maintain a deep personal interest and involvement in their students' academic progress.

Responsibilities

- Providing direct, comprehensive program guidance to assigned students (average of 30-50 students).
- Support students in their educational planning and progress from enrollment to graduation.
- Managing students' progress according to school policies.
- Helping to ensure students are frequently engaging with Faculty in any area where they require deeper academic support.

- Maintaining appropriate documentation of all academic engagements.
- Maintaining regular communication with students according to school protocol. Serve as an expert in their students' Pre-Employment Transition Service details and are able to answer or to obtain answers to all the questions students may have about their programs.
- Advise students on time management and schedule benchmarks for the student to successfully master program concepts, knowledge, and skills.
- Help students identify their learning strengths and weaknesses and connect them with the necessary resources to aid in success.
- Evaluate student learning styles, skills, deficiencies, and goals; identify appropriate learning resources for them to use; and facilitate their use of those resources.
- Evaluate student learning engagement and assessment readiness.
- Monitor student academic progress, communicating with each student weekly and intervene as necessary to assist those students having difficulty.
- Assist students in career planning within the boundaries of his or her expertise, and direct students to planning resources in other areas as appropriate.
- Coach students on opportunities in post-secondary education policies and procedures, program requirements and related academic matters.
- Work closely with Faculty to ensure that student inquiries are strategically coordinated and addressed in a timely manner, while supporting academic integrity policies.
- Cognitively guide students to develop accountability for their decisions and an understanding of how those decisions impact their success.
- Must be able to spend significant time working at a computer and on the phone using a headset.
- Must be flexible in work hours/schedule to accommodate student's needs.
- Positions may require work above and beyond 40 hours per week during peak periods.
- Performs other tasks as requested.

Qualifications

- Bachelor's degree required
- Minimum 2-3 years' experience working in a service-oriented environment, teaching or job training setting
- Must have a strong commitment to education and have the counseling or coaching skills required to effectively keep Competency Based Education (CBE) students on track
- Strong customer service orientation and excellent communication skills
- Strong problem solving and time management skills
- Ability to multitask
- Excellent verbal and written communication skills required
- Ability to successfully resolve student issues from request through resolution.
- Effectively work with multiple databases and student platforms
- Working knowledge of Microsoft Office Suite.
- Experience with integrated technology systems and tools
- Skilled at connecting and building rapport with students from diverse backgrounds

- Creative & innovative, able to work independently and in a team environment
- Self-starter
- Ability to adapt to new and rapidly changing situations.
- Familiarity with online learning and Internet technology a plus

Physical and Mental

- School assignment travel required.
- Regularly required to sit, prolonged standing, walk, talk, hear, operate a computer, and other office equipment.
- Work in a classroom environment engaging with multiple personality types in conjunction with cultural differences and learning styles.
- Work with a variety of populations, including at-risk youth and adults, and individuals with disabilities.
- Be Open to Off-Topic Conversations at proper times for discussion and building a rapport with students (ex. Politics, Current Events, Life)

We are proud to be an Inclusive Organization. We welcome everyone and have a strong commitment towards diversity and inclusion. We encourage our Colleagues to be their true authentic selves and support laws that prohibit discrimination everywhere we do business. We also maintain a drug-free workplace.