



Job Description: Fulltime Student Support Coordinator (Student Advisor)

Position Summary: The Student Support Coordinator (Student Advisor) is responsible for planning and implementing student orientations, monitoring attendance and addressing barriers to participation, guiding students in setting and achieving education, career pathway, and employment goals, and being a contributing member of the agency's Program Improvement Team (PIT).

Qualifications: This is an administrative case management role in a Title II, Pennsylvania Department of Education funded adult education program. The ideal candidate will have experience with adult basic education and have a desire to assist students in addressing barriers to achieving success in learning. Ability to work virtually both independently and as part of a team is critical. Applicants should possess, at a minimum, a bachelor's degree, but the degree along with experience in adult education is preferred. Applicants must have a driver's license and a reliable vehicle with insurance to cover work usage as all in-person classes are taught off-site from Keystone's main office in Souderton.

Reports to: Director of Adult Education

Detailed Duties and Qualifications:

Roles:

- Student orientation coordinator
- Student attendance monitor
- Barrier support coach (providing social service referrals to students so they may address barriers to attending class)
- Transition support coach (for students transitioning from Title II programs to training and postsecondary education)
- Employment support coach (for students attending class who need employment)
- Keystone Opportunity Center Program Improvement Team (PIT) member

Job Duties:

- Updates student handbooks yearly and plans and implements online and in person orientations with all potential students in group and individual settings
- Monitors Keystone Opportunity Center's education hotline and communicates with potential students and partners regarding class offerings and the registration process
- Works with intake and assessment team to coordinate and complete intake, orientation, and assessment for all students
- Works with assessment/data specialist and adult education director on student placement into leveled classes

- Monitors attendance, meets with students (virtual or in-person) to discuss excessive absences and consequences
- Visits in-person and virtual sites to make program announcements and schedule case management sessions with students in need
- Meets with students one-to-one for case management (barrier support, employment, training and postsecondary support)
- Assists students in establishing goals for education and employment
- Refers students to social services organizations and/or agencies to assist with difficult life situations and barriers
- Provides support for Keystone's supplemental distance learning program
- Refers students to tutor coordinator for pairing when a student needs supplemental instruction or can no longer attend class due to conflicts with work schedules
- Provides referrals to the Statewide Distance Learning Project when a student is not able to attend Keystone's program
- Works with instructors to implement career awareness lessons at sites
- Participates on Keystone's Program Improvement Team (PIT)
- Serves as a liaison from instructional sites to the office
- Communicates with Education Director throughout the work week to provide updates and address issues

Required Training (after hire):

- PA Title II Adult Education module training (if no experience in adult education)
- CASAS and TABE training (formal assessment for English language and native speaker learners)
- Student Support Coordinator training through the PA Title II Professional Development System (PDS)
- PA E-data Training (data system for Title II programming)

Proposed Site Coverage:

- Virtual morning, afternoon, and evening classes plus in person at sites in Hatfield and Souderton, PA (post Covid, coverage would include Souderton, Lansdale, and Hatfield sites)

Work Environment

- Comply with agency and programmatic training requirements
- Evening work may be required
- May require stair climbing
- May require carrying up to 25 lbs., reaching, kneeling, bending, stooping, sitting and standing

Knowledge Of:

- Principles and practices of adult education
- Computer software applications, proficiency in Microsoft Word, Excel, Outlook, Google Docs., slides, and sheet, Zoom, WebEx, PowerPoint

Ability To:

- Maintain the strictest confidentiality standards regarding student and organizational information
- Work cooperatively with people of all ages, ethnic backgrounds, and socioeconomic levels
- Meet deadlines, prioritize, model excellent time management skills

- Work virtually as well as in person when required
- Communicate clearly and effectively orally and in writing
- Creatively and positively problem solve
- Work collaboratively in a complex organization structure
- Meet attendance requirements

The above statements are intended to be a representative summary of the major duties and responsibilities performed by incumbents of this job. The incumbent may be requested to perform job-related tasks other than those stated in this description.

To apply, please send resume and cover letter combined into one PDF document to Susan Clauser, Director of Adult Education, at SClauser@KeystoneOpp.org