



**Connecticut State Community College
Job Description
Achievement Coach**

Salary Level:
CCP 15 (Subject to Willis)

Date Approved/Revised:
Rev 1 7/25/23

POSITION PURPOSE:

The Achievement Coach's purpose is to recruit and enroll students into selected workforce development training programs, ensure students' successful program completion, and to assist with job placement and retention. The Achievement Coach monitors students' academic performance and provides case management services to address any barriers to completion. The position also reports on student attendance and outcomes. The Achievement Coach engages with employers, and assists with job placement. This position is critical for strong student retention and job placement rates.

SUPERVISORY AND OTHER RELATIONSHIPS:

The Achievement Coach reports to the Chief Regional Workforce Development Officer.

This position is required to have extensive collaborative relationships with faculty, staff, students, employers, and community-based organizations.

The incumbent is expected to represent the College in a positive manner. This position maintains collaborative efforts between the Continuing Education department, Student Services, and other divisions as well as external constituents to enhance student retention and outcomes.

MAJOR ACCOUNTABILITES:

The Achievement Coach is accountable for these duties through effective performance in these essential functional areas:

- A. Recruitment, orientation, and enrollment of students.
- B. Database input and report creation as required.
- C. Case management and monitoring students' academic performance to ensure successful program completion.

EXAMPLES OF DUTIES:

The following examples of duties illustrate the general range of tasks assigned to the position, but are not intended to define the limits of required duties. Other essential duties may be assigned consistent with the general scope of the position.

- A. Recruitment, orientation, and enrollment of students. This accountability includes such essential tasks as:
 - a. Working with partners to recruit students.
 - b. Providing orientation to prospective students.
 - c. Enrolling students, ensuring all requisite forms and documents are completed.
 - d. Following up with students who do not complete all steps to successful enrollment.
- B. Database input and report creation. This accountability includes such essential tasks as:
 - a. Ensuring data input is accurate, complete and current.
 - b. Providing reports as required.
 - c. Reporting out on data at meetings as requested.
 - d. Tracking and reporting on job placement and retention rates of students.
- C. Case management and monitoring student progress. This accountability includes such essential tasks as:
 - a. Tracking students' academic progress.

- b. Monitoring student attendance and providing outreach to students who are absent.
- c. Meeting one-on-one with students to provide case management.
- d. Making referrals to resources and information.

PROFESSIONAL PARTICIPATION AND DEVELOPMENT

In addition to the accountabilities listed above, the incumbent is required to carry out the essential duties of:

- Attendance and participation at convocation, commencement and honors ceremonies;
- Service on assigned committees and task forces;
- Attendance and participation at committee, staff, informational and professional meetings.

QUALIFICATIONS:

Incumbents must possess proven ability to effectively work with a culturally, linguistically, and ethnically diverse faculty, staff, and student. They are expected to have excellent oral and written communication skills along with strong Information technology literacy skills such as Microsoft Office (Word, Excel, Outlook, Teams etc.) Incumbents are required to have demonstrated advanced knowledge and abilities in the following:

- Case management skills.
- Academic and skills assessment methods.

These skills and abilities typically are acquired through a combination of education, training and experience which would include a Bachelor's degree in an appropriately related field together with one to four years of related experience; or a combination of education, training and experience which would lead to the competencies required for successful performance of the position's essential duties.

WORK ENVIRONMENT

The incumbent typically performs work virtually, in offices, conference rooms and in locations where groups of students, faculty and staff gather. The work does not, normally, involve any significant physical effort. The incumbent may travel to public sites to make presentations as well as travel to regional or central meetings and conferences.