



COMMUNITY COLLEGE  
OF RHODE ISLAND

Office of Human Resources

**\*LIMITED PERIOD POSITION DESCRIPTION**

<b>POSITION:</b>	Coordinator, Community and Social Resources
<b>LOCATION:</b>	Opportunity & Outreach Office
<b>REPORTS TO:</b>	Dean, Opportunity & Outreach
<b>GRADE:</b>	CCRIPSA 12
<b>WORK SCHEDULE:</b>	Non-Standard; 35 hours per week (Three-year appointment)
<b>SUPERVISES:</b>	Professional and Support Staff; interns and student employees

**CCRI MISSION:**

The Community College of Rhode Island is the state's only public comprehensive associate degree-granting institution. We provide affordable open access to higher education at locations throughout the state. Our primary mission is to offer recent high school graduates and returning adults the opportunity to acquire the knowledge and skills necessary for intellectual, professional and personal growth through an array of academic, career and lifelong learning programs. We meet the wide-ranging educational needs of our diverse student population, building on our rich tradition of excellence in teaching and our dedication to all students with the ability and motivation to succeed. We set high academic standards necessary for transfer and career success, champion diversity, respond to community needs, and contribute to our state's economic development and the region's workforce.

**JOB SUMMARY:** Coordinator- Community and Social Resources will coordinate the development and operation of social support services at each campus. Utilizing a one-stop methodology and approach to case management and benefits counselling, the Coordinator will connect students to much needed supports and resources as well as advocate for students trying to overcome barriers to success. The role will include outreach activities to bring awareness of available services to students, referral partners across campus, as well as resource/support agencies that could be of value to the students. A key component of outreach activities will be to cross train others across the college on the approach to working with students in need in order to integrate social support services and resources into the functioning of the institution.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Responsible for the day-to-day operation of all Community and Social Resources operations through a combination of direct service delivery to students, program coordination with across the institution, and by developing and maintaining key relationships with external partners.

**Knight Campus**

- Works closely with Institutional Research, the RI Department of Human Services and related entities to ensure effective and efficient delivery of service delivery.
- Facilitates the development and maintenance of a network of campus and community service provider partners to ensure greater outreach to students and a more comprehensive service offering.
- Provides benefits counseling & case management, outreach and network development & management and programmatic and organizational management.
- Conducts and supervises intake and assessment for students and all case management activities.
- Manages the flow of students into the Community and Social Resources office and facilitates referrals to partnering service providers.
- Oversees and ensures that the proper documentation of all student data including client contact, referrals, and outcomes is entered into the case management database in an accurate and timely manner.
- Coordinates the production of regular reporting to Senior Leadership and other stakeholders.
- Recruits and supervises additional staff and partners for the office as directed.
- Ensures the office is up to date on student trends/needs and assists in program research and relationship building to ensure the office is fully capable of responding to student needs as they arise.
- Collaborates with Financial Aid, Advising and Counseling and other Student Services Departments in order to maximize efforts and meet goals.
- Maintains knowledge of best practices, new developments and innovative enrollment strategies in community colleges and higher education; recommends changes to maintain relevance of programs and services to meet student and institutional needs.
- Represents the College and department at appropriate state meetings and planning sessions as they relate to assigned areas of responsibility.
- Work collaboratively in a diverse, inclusive and student-centered environment, and with students of various learning styles, cultures, identities, and life-experiences.
- Demonstrate a commitment to the philosophy and mission of a comprehensive community college.
- Perform other related duties as assigned, which are expected to be varied and substantial given the significance of this role within Student Services.

**LICENSES, TOOLS AND EQUIPMENT:**

- Various office equipment which may include computers, typewriters, telephones, copy and fax machines, calculators, etc.
- Must have access to and use of own transportation.

**ENVIRONMENTAL CONDITIONS:**

- This position is not substantially exposed to adverse environmental conditions.

**QUALIFICATIONS:**

- A Master's degree required. Formal study in counseling, social work or education preferred.
- Four or more years of counseling or social work required.

- Excellent interpersonal, verbal, and written communication including speaking and presenting to external and internal audiences.
- Experience in customer service and/or direct delivery of student services is required.
- Experience and a level of comfort delivering training material is preferred.
- Experience implementing and managing complex, deliverable-oriented grants or programs
- Resourcefulness in identifying support services for students.
- The ability to form strong partnerships with a range of organizations/supports, including legal, financial and tax service providers as well as resource partners on campus and across the community.
- A strong network of relationships with the service provider community is preferred.
- Experience working with in a community college environment strongly preferred.
- Experience with and commitment to working with low-income families and individuals.
- Demonstrable commitment to diversity, social justice and inclusivity.
- Bilingual Spanish/English preferred.
- Excellent time management, organizational and computer software skills. A positive, proactive, and optimistic work style.
- A demonstrated commitment to serving diverse multicultural populations.
- Ability to drive change in a complex environment to deliver results despite obstacles and challenges.
- The inclination and drive to experiment with new ideas and initiatives that have the ability to improve students' experience and success.
- The ability to maintain effective, collaborative working relationships with internal and external colleagues and constituents.
- Some experience with Ellucian Banner Student Information System preferred.

**\*This position is limited to June 30, 2021.**

### **CCRI is an Equal Opportunity / Affirmative Action Employer.**

CCRI recognizes that diversity and inclusivity are essential to creating a dynamic, positive and high-performing educational and work environment and to helping prepare our students for lifelong success. We welcome applicants who can contribute to the College's commitment to excellence created by diversity and inclusivity.

CCRI prohibits discrimination, including harassment and retaliation, on the basis of race, color, national or ethnic origin, gender, gender identity or expression, religion, disability, age, sexual orientation, genetic information, marital status, citizenship status or status as a protected veteran. Inquiries or complaints concerning discrimination shall be referred to the College's Director of Institutional Equity & Title IX Coordinator, Elizabeth Canning, [ecanning@ccri.edu](mailto:ecanning@ccri.edu).

The Jeanne Clery Act requires institutions of higher education to disclose campus policy statements and crime statistics. Our annual report is available here:

<http://ccri.edu/campuspolice/pdfs/ANNUAL-SECURITY-REPORT-FINAL.pdf>