

Resource Navigator

Essential Duties (not all inclusive):

Resource Support

- Assist in coordinating the college's efforts to provide on-campus support to students to address basic needs, mental health/well-being, financial stability, and access to academic support resources (laptop and calculator loaner program)
- Maintain and manage the college's NCares Pantry; Coordinate weekly on-campus food deliveries through partnerships with local entities addressing food insecurities (Weekend Food Box Program)
- Provide direct support to students by meeting 1-on-1 to assess and discuss support needs, and gathering satisfaction feedback from students to implement into future student support services initiatives and objectives.
- Develop and maintain a database of referral resources to campus and community services to meet specific needs related to technology, financial support, food, clothing, housing and transportation assistance, etc.
- Maintain the college's webpages related to campus and community resources; Update the college's electronic resources guide through Aviso Engage.
- Provide direct support to students identified as former foster youth; link students to local, state and federal resources such as ETV, Bridges, WIOA, etc.
- Provide supports to veterans and military-connected students; Serve as the college's Veteran & Service Member Affairs Contact Person (HB488 Role)
- Provide early alert interventions and assistance; meet with students, make referrals (as necessary), conduct follow-up and close the reporting loop through use of Aviso Engage
- Conduct classroom presentations and outreach events on campus to increase student awareness of resources and access to services
- Utilize results of predictive analytics, non-cognitive assessments (CSI), retention data and student success indicators to provide high-touch interventions and support to students in coordination and consultation with academic liaisons and faculty advisors
- Input data and maintain accurate records; document services provided and interactions with students (e.g. phone calls, ZOOM, emails, letters, text messages, direct contacts) using student information system and advising software.

Case Management

- Provide light touch case management (i.e. gathering initial information on student; determining interventions and resources needed; coordinating, developing and communication interventions and referrals; following up as needed) to a population of students as identified by the college (former foster youth, adult learners, Veterans, students utilizing NCares pantry)
- Serve as a point of contact for staff and faculty who are seeking consultation and advice about services to support students who seem to be experiencing multiple personal stressors and complex non-academic issues
- Participate in professional development workshops, webinars, conferences and training in order to keep current with College policies and procedures; local, state and national program policies, procedures and guidelines; and trends in higher education pertaining to supporting students who are at-risk

Community Connection Support/Coaching

- Connect students to local and state benefits and services; Help to establish relationships with community partners and serve as a liaison to community resources
- Utilize strengths-based coaching strategies to build relationships with students and maintain contact throughout the term to discuss goals and steps to attainment.
- Coach students towards strategies and interventions that support self-care and self-advocacy to manage their academic, personal, and fiscal responsibilities.

Qualifications:

Education: Associates degree in human services, social work, psychology, education or related; Bachelor's preferred

Experience: Minimum of 2 years' experience in social services, case management, counseling or higher education preferred.

Review of Resumes to begin 10/14/24
and until filled
(Posted 9/30/24)

North Central State College is a great place to work. We offer:

Competitive pay

Medical/Dental/Vision Insurance with low deductibles and low co-insurance

Employer contribution towards retirement: 14% for SERS participants; 10.15% for Alternative Retirement Plan participants

College paid life insurance

College paid long-term disability insurance

80 hours of vacation to start

120 hours of sick time/year

16 hours of personal time/year

12 holidays and 2 additional College paid days/year

Free tuition at the College for employee, spouse, and dependents

Tuition reimbursement outside the College for employees

And more!

Please express your interest in this position by submitting a letter of application and resume:

www.ncstatecollege.edu/jobs

or send to:

North Central State College

Attention: Human Resources

2441 Kenwood Circle, Mansfield, OH 44906