



SPALDING
UNIVERSITY
STUDENT SUPPORT COORDINATOR
JOB POSTING

Job Summary:

This is a professional position responsible for delivering 1:1 student coaching and the implementation of initiatives and activities that advance student success and wellbeing while addressing issues and concerns that may be interfering with student persistence.

Chair University Compassion Action Team

- Schedule and lead weekly collaborative workgroup comprising representation from; Academic Advising, Financial Aid, Athletics, Residence Life, Counseling and Psychological Services and Accessibility Services
- Compile summary of students and concerns as reported by faculty, staff or other sources
- Present information to committee regarding potential counseling referrals, requests for medical leave/compassionate withdrawals, financial assistance, academic accommodations or other services, supports that may positively contribute to student success
- Set weekly docket of students, lead discussion, document committee decisions and follow up with students regarding results/plans
- Generate annual report reviewing number of students staffed in CAT, actions/referrals taken and general outcomes

Individual Student Coaching and Support

- Work with faculty to identify and refer high risk students to appropriate resources.
- Advocate on behalf of, and provide case management for students who may need multiple support services across campus.
- Maintain an up-to-date and comprehensive referral database for various community services providers.
- Assist students in accessing and utilizing university and/or community resources and services.
- Responsible for receiving initial Retention Alerts and other communications from faculty/staff regarding student concerns, addressing directly or referring as appropriate
- Engages with students regarding emerging, urgent or unexpected student situations involving medical, behavioral, mental health, or personal crises that impact students' well-being and ability to successfully participate in academic endeavors.
- Keep appropriate records and documentation of case management activities.
- Identifies and re-engages inactive students
- Responsible for regular reports on student and cohort retention
- Provides limited financial assistance to students through purchase of books or course materials utilizing emergency financial assistance funds and other resources

Peer Mentor Coordination

- Oversee all aspects of burgeoning peer mentor program
- Recruit students to become peer mentors through campus outreach, programming and faculty/staff/student referrals
- Develop and lead annual mentor training program and provide ongoing development and support of peer mentors
- Match peer mentors with mentees, develop programming and events to support cohesion and monitor ongoing relationships to ensure mentoring goals and expectations are met
- Provide coaching, support, resources and ongoing development of mentors



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- Plan and organize a minimum of four events (2 per semester) per year to promote continued engagement in mentorship and mentor/mentee bonding

Required Qualifications

- Bachelor's degree from an accredited institution
- Experience in advising, counseling, or mentoring students in a college or university setting;
- Experience working with students from academically, culturally, and economically diverse backgrounds

Preferred Qualifications

- Master's degree from an accredited institution
- Strong computer skills and demonstrated ability to use technology
- Excellent oral and written communication skills, including active listening skills
- Ability to respond to changing needs, requirements, and information
- Ability to function well in a busy, fast-paced environment
- Ability to work well within a team and to collaborate with colleagues from other departments
- Student retention work experience
- Experience with training and assessment
- Skill in leadership, supervision, and motivation of others

How To Apply:

Send electronically your resume and cover letter to:

Richard Hudson
rhudson@spalding.edu

ABOUT SPALDING UNIVERSITY:

Nestled in the midst of Kentucky's largest city, historic Spalding University combines a rich history and a commitment to community service as we attract students who desire a high quality education in a very personalized setting. An engaged faculty serves nearly 2500 students at the bachelors', masters and doctoral levels, providing quality, real-world learning in liberal and professional studies.

Faculty, staff and students are united by the institutional mission:

Spalding University is a diverse community of learners dedicated to meeting the needs of the times in the tradition of the Sisters of Charity of Nazareth through quality undergraduate and graduate liberal and professional studies, grounded in spiritual values, with emphasis on service and the promotion of peace and justice.

With a focus on community service and leadership, Spalding offers all students a mission-driven connection to community and comprehensive learning resources while striking a distinctive balance serving the



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educational needs of both the traditional student and the working adult. In addition, our unique 6-week session delivery format affords students needed scheduling flexibility amidst other life responsibilities.

Spalding University is an Equal Employment Opportunity/Affirmative Action employer. The University complies with all federal, state and local equal employment opportunity laws. It is the University's policy not to discriminate against any individual or group of individuals and to provide equal employment opportunity to all qualified persons regardless of race, color, national origin, age, disability, religion, sex, pregnancy, sexual orientation, gender identity, marital status, military status, veteran status or other protected status. All job offers are contingent upon successful completion of a pre-employment drug screening as well as a criminal background check.