



# UNIVERSITY OF MINNESOTA ROCHESTER

## **Student Success Coach and Community of Respect and Empowerment (CORE) Coordinator**

Student Success Coaches at the University of Minnesota Rochester advise a small, consistent group of students in the Bachelor of Science in Health Science (BSHS) throughout the students' collegiate careers from matriculation to graduation. The student success coach position extends beyond the traditional academic advising philosophy and is designed for a new institutional and curricular model where coaches are integrally involved with all facets of a student's academic, personal, and future professional success. Student success coaches participate in three major areas of responsibility: advising and student advocacy; teaching and management of coach resources and initiatives; and professional development and campus engagement. The Health Community of Respect and Empowerment (CORE)-focused coach will serve as the student success coach for all Health CORE students (~60) and coordinate the Health CORE Living Learning Community (LLC). Health CORE works to enhance diversity and inclusivity in the UMR student experience through intentional community development and support. The ultimate aim of CORE is to support the success of underrepresented, undergraduate students who will infuse the healthcare field with their distinct perspectives. Broadly, CORE involves community engagement, career and professional development, community building, and cultural awareness all through the lens of diversity and inclusion. In coordination with campus partners, the Coach/Coordinator collaborates with campus partners on retention and student success initiatives, including but not limited to orientation and the development and implementation of high impact practices that broadly assist underrepresented students in persisting to graduation.

### **Duties and Responsibilities**

#### **Advising & Student Advocacy—50%**

Provide advising in academic planning, career development, and personal development.

- Academic Planning and Academic Support:
  - Proactively mentor students through the process of formulating a personalized education plan, utilizing a variety of academic advising strategies including one-on-one and group advising with the Health CORE students
  - Communicate and collaborate closely with faculty to monitor academic performance and form academic support plans for students
  - Develop written and electronic informational materials used to advise students
  - Coach students (including academically at-risk students) on goal setting, academic success skills, and utilizing appropriate academic resources
  - Assist students through capstone proposal process, from initial concept to formal proposal to completion and reflection on experience
  - Assist students in navigating university policies, procedures, and resources
  - Monitor student progress towards graduation; extract, analyze, and report on student progress utilizing available databases and resources (e.g. APAS, PeopleSoft, UM Reports, Grad Planner, APLUS, iSEAL)

- Career Development and Pre-Health Coaching:
  - Mentor students on career exploration process throughout their four years by helping them discover and reflect on their personal skills, values, and interests through individual and group advising with the Health CORE students
  - Encourage students to make important connections between the interdisciplinary curriculum and a broad range of health science career paths
  - Advise on appropriate preparatory activities based on student's intended career or educational pathway (e.g. certificate, professional or graduate school, career)
  - Help students develop a professional identity, including resume building, interviewing skills, job search strategies, etc.
- Personal Development
  - Encourage students to connect to and make meaning of community engagement activities
  - Assist students in developing a deeper sense of self-awareness regarding values, strengths, and passions
  - Challenge and support students in their personal growth and development throughout their time at UMR
  - Meet individually and in small groups of Health CORE students to address personal development

#### **Health CORE Program Coordination—35%**

This Coach/Coordinator will coordinate and lead the Health CORE Living Learning Community (LLC) in the following ways through the life-cycle of a student:

- Recruitment and Selection
  - Participate in the late phases of recruitment and collaborate with the Admissions/Healthcare Scholars Day on the selection of future Health CORE student
- Transition (High school senior-year and summer communication and August and Winter Bridge Program)
  - Communicate with incoming new students and families in preparation for the first-year at UMR to meet deadlines, understand expectations, and be prepared for move-in
  - Coordinate the August and Winter Bridge program with other LLC coordinators
- Fall and Spring Semester
  - Meet regularly with all Health CORE members individually and as a group to ensure the values of the program are being met, and that deadlines are being communicated, opportunities are being shared and community building is happening
  - Meet with and lead the Health CORE Advisory Board on a regular basis to ensure the needs and interest of the students in CORE are being addresses
- Community Engagement, Professional Development and Career Connections
  - Create and manage engagement and connection opportunities for Health CORE students through collaborations within UMR, UMN-system, Rochester, Mayo and others entities
- Provide best practices in proactive and high-impact programming and support for Health CORE students, and more broadly for underrepresented student needs (first generation, low income, students of color, LGBTQ and other under-served populations)



### **Student Success and Engagement Team Collaboration and Leadership—10%**

Student Success Coaches will support the constructive functioning of the collaborative endeavors of the Student Success and Engagement Team (SSE) in the following ways;

- Participate in efforts to improve retention rates, four-year graduation rates, and student satisfaction
- Track and summarize assessment data to analyze trends and make recommendations for practice improvement and creation of new practices
- Provide leadership to service areas and initiatives related to student success and engagement through the lens of diversity and inclusion
- Provide consulting, mentorship, and training to other coaches and members of the SSE- related to the SSC model but not limited to academic planning, academic support, career development and skills, life coaching, and pre-health coaching.
- Co-teach Living on Purpose and HealthCORE CLI 1712

### **Professional Development and Campus Engagement—5%**

Engage in professional development, campus-wide initiatives, and program assessment related to student learning, student success, academic advising, and the student affairs profession.

- Represent the Student Success and Engagement Team and student success coaching while serving on cross-functional teams for select student development initiatives and programs such as student activities, orientation, commencement, recruitment, welcome activities, and other special events
- Continue professional development and scholarly activity in the fields that encompass student success coaching to maintain knowledge of trends and best practices (e.g., membership in professional associations, attendance at conferences and seminars, write and publish articles, serve on teams and collaborate with other professional groups, etc.)
- Serve on university-wide committees or groups as needed

### **Days and Schedule**

The full-time (1.0) position does require occasional evening and weekend work (schedule flexibility available), and has the option to live in a university-provided apartment with a modified salary. Regular presence on campus is required; off-site/remote flexibility available.

### **Required Qualifications**

- Bachelor's degree and at least 4 years of related experience
- 1-3 years of college-level advising experience
- 1-3 years working with underrepresented populations

### **Preferred Qualifications, Knowledge, Skills, and Abilities**

- Master's degree in student personnel and counseling, counseling psychology, counseling or related area
- Three or more years of relevant higher education advising experience
- Experience advising students interested in health care professions and/or work experience in the healthcare industry
- Experience tracking and interpreting data relevant to their work and using that information for work and process improvement



- Familiarity with PeopleSoft system or comparable student records database
- The successful candidate will possess:
  - The desire and ability to work in a collaborative, team environment
  - A commitment to diversity and experience in working with underrepresented and diverse students
  - A knowledge of methods that foster cohesiveness and inclusivity among diverse populations
  - Innovation and the ability to operate in a sometimes ambiguous environment
  - The ability to learn and disseminate detailed information using a high level of interpersonal skills
  - Excellent oral and written communication skills
  - Self-motivation, excellent time management, and organization skills
  - Experience utilizing a diverse range of technologies

| <b>Job Code</b>                      | <b>Job Class</b>                               | <b>Class Title</b>                          |
|--------------------------------------|--|---|
| 9764P3                               | Professional and Administrative                | Student Services Professional 3             |
| <b>Focus Area</b>                    | Student Success, Engagement, and Equity (SSEE) | Vice Chancellor Approved: <b>11/18/2021</b> |
| <b>UMR Internal (Working) Title:</b> | Student Success Coach and CORE Coordinator     |   |

