



COMMUNITY COLLEGE
OF RHODE ISLAND

Office of Human Resources

POSITION DESCRIPTION

TITLE:	Coordinator – Advising & Counseling
LOCATION:	Advising & Counseling
REPORTS TO:	Director – Advising & Counseling
GRADE:	CCRIPSA 12
WORK SCHEDULE:	Non standard, 35 hours per week
SUPERVISES:	May supervise professional and support staff

ABOUT CCRI:

The Community College of Rhode Island is the state's only public comprehensive associate degree and certificate-granting institution. We provide affordable open access to higher education at locations throughout Rhode Island. Our primary mission is to offer recent high school graduates and adult learners 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.

At CCRI, we are committed to building an inclusive and diverse campus community. We strive to hire and retain culturally competent faculty and staff members who reflect the demographics of our state and our increasingly diverse student population.

We believe that our diversity is our strength. We celebrate, support and thrive on the diverse experiences, backgrounds, and perspectives that are represented across our four campuses.

We are OneCCRI, working together to prepare learners to achieve their highest potential.

To learn about what employees value at CCRI and what it means to work here, please read about our Guiding Principles and watch videos of our employees doing what they do best: <https://www.ccri.edu/equity/culture/guidingprinciples.html>

BASIC FUNCTION:

To provide individual and group academic, career and personal counseling to students in a manner that demonstrates commitment to the Community College mission and its diverse student population. Empower students in their ability to explore their educational opportunities, set and establish goals and achieve academic success. Through a comprehensive, student centered approach, provide development and educational assistance to students; including but not limited to transfer, testing and advising programs; to provide leadership for the professional staff; and to coordinate the Center's transfer, testing and advising programs.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Coordinate and oversee the day-to-day operation of Advising and Counseling while creating an interactive and participatory environment leading to the professional growth and development of all staff.
- Coordinate and review services provided to students including academic advising, testing, career development, transfer and personal counseling; assess the techniques of department counselors regarding services provided.
- To thoroughly understand the Financial Aid Appeals as it relates to Satisfactory Academic Progress (SAP) policies and procedures in order to effectively explain them to students who are in violation of federal SAP guidelines and inform students about necessary corrective actions required, including but not limited to:
 - Provide information to students about the Financial Aid Appeals processes and procedures
 - Assist students in identifying semesters that triggered ineligibility. Explore and discuss w/ students mitigating/extenuating circumstances that contributed to their non-compliance.
 - Evaluate and assess dispositional and situational circumstances to determine students' overall ability to perform and persist.
 - To assist students in developing financial aid appeal package when appropriate; review financial aid appeal applications to ensure that all requisite materials have been provided by the student; collect and forward financial aid appeal package from student when appropriate, ensuring that requisite materials have been provided by the student; Complete recommendation on Counselor Comment Sheet to accompany the student's appeal package for consideration by the Appeals Committee.
 - To provide post-appeal services to students including additional academic advising and/or schedule adjustment based on denial or credit limitations imposed by conditional approval.
 - To participate in initial and ongoing financial aid training to stay abreast of federal financial aid regulations; participate in initial and ongoing training to interpret the Enrollment Services portal page.
 - To effectively utilize de-escalation techniques as required.
- Maintain a timely awareness of changes in College and departmental policy, as well as advances in the areas of testing, career development/awareness and counseling; disseminate information to department professionals.
- Maintain professional and effective relationships with students, faculty, administration and staff in order to assist students with the various aspects of registration, curriculum requirements, testing, challenge exams, career development and transfer
- Evaluate seminars and workshops; coordinate research strategies.
- Develop and coordinate scheduling sessions for new incoming students.
- Assist in the evaluation and review of orientation and scheduling sessions.
- Ensure that students are aware of options, requirements, policies and procedures of the institution.
- Coordinate academic, personal, career and placement testing.
- Assist in the development, implementation of academic, educational, career and personal counseling services.
- Assist in the preparation of the budget for Advising and Counseling as well as career development.
- Day-to-day supervision of all full time, part time and intern staff related to the area of academic advising and counseling.
- Provide academic support for students who are not meeting Academic Standards or who have received poor mid-term grade evaluations.

- Conduct intake interviews, case recording, test interpretation and other activities related to quality one-to-one counseling.
- Provide comprehensive services designed to empower students to improve their educational pursuits, personal lives and career choices.
- Consult with faculty and staff regarding student educational or emotional needs and issues.
- Assist in the development of the curriculum for Seminar on Student Success and oversee the recruitment, hiring, training and evaluation of faculty for the course.
- Assist in the supervision of all student activities, student clubs and organizations, student expenditures, and publications.
- Assist in programs related to Service Learning, RI Campus Compact, VISTA, and AmeriCorps programs.
- Maintain files and records of activities.

Other related duties as assigned.

LICENSES, TOOLS AND EQUIPMENT:

Automated student information system hardware and software.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

QUALIFICATIONS:

Master's degree required in Counseling or related discipline. At least three years of counseling experience preferable in a community college setting. Knowledge of psychological disorders and diagnostic skills are essential. Experience in student centered/student focused counseling and assessment techniques required. Must have a demonstrated knowledge and experience in teaching utilizing innovative instructional strategies that support student success and the ability to recognize diverse learning styles. A thorough knowledge of Satisfactory Academic Progress (SAP) federal financial aid requirements. Knowledge and experience with placement testing is required. Ability to foster a dynamic learning environment to staff resulting in a collaborative, creative team approach to the delivery of department services is required. Strong interpersonal and communication skills essential.

CCRI is an Equal Opportunity / Affirmative Action Employer.

We recognize that diversity and inclusivity are essential to creating a dynamic, positive and high-performing educational and work environment. 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 Title IX Coordinator at: TitleIXCoordinator@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:

<https://ccri.edu/campuspolice/pdfs/ASR-Final-92019.pdf>

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Knight Campus

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