



## **Student Support Specialist and Educational Advisor Springfield, VT**

**Job Title:** Student Support Specialist (30 hours) and Educational Advisor (10 hours)

**Employment Classification:** Regular full time

**Reports To:** Windsor County Regional Director

**Primary Work Site:** Springfield

Note: This position requires working in the Springfield Learning Center at least 3 days a week with the flexibility to work remotely the other day(s).

**Vermont Adult Learning:** Vermont Adult Learning (VAL) is a private nonprofit and a member of Vermont's Adult Education and Literacy System. Working closely with other nonprofits, state agencies, and schools, we serve seven of Vermont's 14 counties. We provide instruction in basic academic skills, work readiness, and English language skills; high school completion and GED prep; and transition to college and career services. Our programs are free to Vermont residents, age 16 and older who want to obtain a high school diploma or the equivalent skills, or who want to learn English.

### **Purpose of the Job:**

The **Student Support Specialist (30 hours per week)** provides outreach, recruitment, assessment, and goal setting for new and returning students, and supports them in demonstrating readiness for VAL services. This person serves as the initial point of contact for new students, listens to and develops a relationship with the student to understand their educational needs and objectives, and helps to determine other potential student needs. They also administer a variety of assessments to support students on their educational journey with VAL and beyond, develop and maintain community partnerships as part of a fabric of coordinated services and referral networks, and support students in accessing programs and services to meet their needs and goals. As one of the primary points of contact for all visitors, this position serves as an integral member of the Springfield VAL team and requires a commitment to exceptional service within a small team environment.

The **Educational Advisor (10 hours per week)** works closely with students, families, local high schools, and community partners to develop Personalized Learning Plans (PLPs) that help students reach their educational and career goals. These goals often include earning a high school diploma through the High School Completion Program (HSCP) or GED. After developing a PLP, advisors then guide and support students along the journey mapped out in their learning plan, assessing how to best help the student. Advisors are also responsible for the ongoing management of student records, involvement in efforts that work towards retention of students, and building professional working relationships with advisees so as to help support their educational and career goals. Applicants should present with excellent communication and interpersonal skills.

Student Support Specialists and Educational Advisors work closely with other VAL staff to create a dynamic, effective learning environment in which all students find success. They play a critical role in creating a welcoming, supportive environment for new and current students. The ideal candidate will demonstrate initiative, creativity, and flexibility in their own work and be able to coach students in developing these same skills.

## **Essential Functions & Responsibilities:**

### Student Support Specialist

- Provides first line customer service to students, including:
  - coaching students through trouble-shooting and problem-solving,
  - providing tutoring in basic academics, and
  - connecting students to applicable resources.
- Greets students/visitors in a welcoming and encouraging fashion, via in-person, phone, and/or text inquiries.
- Outreach and recruitment support.
  - Inform staff of specific outreach efforts and build an inclusive process for outreach.
  - Identify best practices for outreach and recruitment.
  - Assist with the development and implementation of outreach strategies.
- Guides new students through enrollment and registration process.
- Interview new students to better determine their educational goals & objectives.
- Schedules and administers TABE and other assessments for students.
- Supports related office processes: entering student data, maintaining student files, scanning student documents, and other related tasks.
- Proactively reaches out to students to support retention.
- Supports technology-related tasks with students and staff.
- Maintains professional standards of confidentiality.
- Refer students to other organizations & agencies as appropriate.
- Participate in personal & professional development.
- Assists the Regional Director in other duties as assigned.

### Educational Advisor

- Works with students to develop a Personalized Learning Plan that addresses the needs & interests of the student while also satisfying the graduation requirements of the partnering high school (when applicable).
- Monitors and facilitates the students' progress along their Personalized Learning Plans.
- Builds positive working relationships with local high schools and informs school staff of the educational services available.
- Initiates, develops, and coordinates positive working relationships with community partners to connect students with a wide variety of learning experiences.
- Assists and coaches' students with online learning platforms.
- Completes required paperwork, other documentation, and data entry in a timely and accurate manner.
- Ensures student files are complete, accurate, and maintained regularly.

## **Qualifications, Knowledge & Skills:**

Bachelor's degree preferred, or associates degree with equivalent work experience. Experience preferred with at-risk students, alternative educational systems, and adult educational practice. Must possess strong interpersonal, oral, and written English communication skills to engage & listen to students. Requires competency in using technology to perform various administrative and communication tasks. Requires a creative thinker who is knowledgeable of and able to coordinate available community resources. Also requires the ability to work well independently and as part of a team. Strong organizational skills are necessary to complete administrative tasks. This position requires a commitment to racial equity, as well as other forms of educational equities around class, ability, language, gender and sexuality. Candidates should be excited to work with diverse students, especially students of color, English Language Learners, and LGBTQIA+ students.

**Working Conditions & Environment:** This position requires working in the Springfield Learning Center at least 3 days a week with the flexibility to work remotely the other day(s). However, there may be times when coverage of the White River Junction Learning Center is required during scheduled remote days. Requires internet connectivity conducive to video conferencing, a valid driver's license, reliable, personal transportation and/or access to public transportation. Mileage will be reimbursed.

**Criminal Background Check and Mandated Reporting:** Vermont Adult Learning is committed to the safety of our students and staff. A confidential, national criminal records check as well as a check against the Vermont Child Abuse and Neglect Registry will be performed on all applicants offered employment. Continued employment is subject to the final determination reached based upon the results of these checks. All Vermont Adult Learning staff are required to be familiar with Vermont's Mandated Reporter law.

**Pay Status:** Exempt (salaried) position.

**Benefits:** In addition to a competitive salary, Vermont Adult Learning offers the following excellent benefits – premiums based upon employee's work schedule:

- Medical insurance, including family plans and plans with employer contributions to a health reimbursement account (HRA)
  - Premiums based upon employee's work schedule
- Dental Insurance
- Long Term Disability, Life Insurance, and Accidental Death and Dismemberment Insurance are available at no cost to the employee
- Flexible Spending/Dependent Care Benefits
- Vision insurance
- Parental leave
- Retirement plan with immediate vesting and organization match of up to 4% after six months
- Generous paid time off includes:
  - Combined Time Off (vacation and sick time) which increases with years of service.
  - Two paid organizational shut down weeks each year.
  - 11 paid holidays each year.

**Application Deadline:** Position will remain open until filled. Application review will begin January 31st. Position will remain open until filled.

TO APPLY: Send a cover letter and resume electronically to: [rcampbell@vtadulthoodlearning.org](mailto:rcampbell@vtadulthoodlearning.org)

Vermont Adult Learning is an Equal Opportunity Employer.