Student Support Specialist
Communities In Schools of GBC, Lewisburg, WV, USA

Compensation
$27,000 to $33,000 Annually

Employment Type
Full-Time

Why Work Here?
“Supportive team and leadership, paid holidays (based on Greenbrier County Schools' calendar), & rewarding work.”

Primary Purpose:

- The Communities In Schools of Greenbrier County (CISGC) Student Support Specialist is a full-time position, responsible for the overall success of the CISGC program and contracted outcomes for the CISGC school-based student services program. The individual will coordinate instruction, enrichment, mentoring, and parental involvement activities for the school day in addition to assisting with the After School Program. The individual will facilitate parental involvement with at-risk students and family members for the purpose of decreasing dropout rates and increasing student academic performance, behavior, attendance, grade level promotion and graduation from high school rates. The CISGC Student Support Specialist will coordinate programming with the Executive Director and Program Manager to provide case management for students and families served. This position involves extensive data entry. Documentation of all services provided in accordance with accreditation standards issued by the CIS national office is required. The CISGC Student Support Specialist is responsible for assessing the social service and academic needs of the students referred to the program, conduct home visits, and contact local and state authorities using their professional discretion when children are at-risk of abuse and neglect. The individual will also be responsible for training, developing, monitoring, and supporting volunteer mentors/tutors who work one-on-one with at-risk students. The candidate must be able to pass a background check and be willing to comply with regulations set forth by CIS, CISGC, WV Department of Education, and Greenbrier County Schools in addition to local, state and federal laws.

Qualifications:

- Minimum Education/Certification: Bachelors Degree in a human service field (Social Work, Education, Sociology, Psychology, Counseling, Human Relations, or related field.) preferred. Minimum of three years experience working with children and adolescents.
- Special Knowledge/Skills: Advanced knowledge to analyze, interpret or make deductions from varying facts or circumstances related to case management programming and data collection.
- Experience working with economically disadvantaged and or at-risk students.
- Creativity and originality to identify and secure resources needed to assist students in developing higher level reasoning, decision making and problem solving skills.
- Ability to exercise discretion and independent judgment on significant case management matters.
- High levels of initiative, flexibility and organizational skills.
• Ability to perform duties with no on-site supervision and limited remote supervision.
• Strong computer skills (such as Microsoft Office technologies and other platforms) is required.
• Ability to maintain emotional control in a fast paced, fast changing environment and be multi-tasked oriented.
• Exhibit a commitment towards the CISGC mission.
• Ability to communicate and instruct effectively (verbal and written).

Major Responsibilities and Duties:
• Provide Necessary Services to At Risk Students and Families.
• The CISGC Student Support Specialist will provide supportive guidance; pre-employment and employment training; health and human service linkages; educational enhancement; enrichment activities; and facilitate parental involvement with at-risk student and family members for the purpose of decreasing the number of students who drop out of school and increasing the number of students whose academics, behavior and attendance improve, who are promoted and who ultimately graduate from high school.

Program Planning:
• The Student Support Specialist will be responsible for developing unique and effective programs, projects and activities that meet the CISGC six components that will be offered to the students.
• The Student Support Specialist must complete a Site Plan detailing all activities available, needed and to be offered on the campus to the case managed students and general campus population.

Case Management: The Student Support Specialist will work towards providing ongoing case management support for 10% (or more) of the school’s population, ensuring that students who are at risk and economically disadvantaged are receiving adequate support, unless otherwise directed by the Executive Director. Will be required to enroll, assess need, develop a case management plan, provide services, track progress, document services and assess the progress of students. All case management data will be entered into the national case management system. The Student Support Specialist will be expected to operate a school-based dropout prevention program that meets or exceeds all contracted outcome goals.

Reporting and Recordkeeping: The Student Support Specialist will be responsible for reporting data on students, family members and community members receiving services, reporting data on agencies that provide services, keeping records of in-kind donations, volunteer hours and submitting reports to the CISGC central office by the appropriate deadlines established by the Executive Director and Program Manager. Entry of case management activities will be performed on a timely basis as defined by the Executive Director and Program Manager. The Student Support Specialist will be required to meet submission deadlines for reports related to their duties.

Organizational Climate:
• Demonstrate high expectations for staff and students.
• Use positive acknowledgement with staff and students.
• Encourage, support, and develop volunteer CISGC Mentors and CISGC campus volunteers.
• Communicate effectively with staff, students, parents and the community.
• Relate to staff, students, parents, and the community in ways that convey mutual respect.
• Demonstrate skill in conflict resolution with administrators, students, parents, and the community.

• Supervisory Responsibilities: The Student Support Specialist will be responsible for the daily activities of their campus including assistance with the After School Program. This supervision includes, but is not limited to the following: Provide necessary guidance to ensure all activities related to the students, mentors, and parents are properly documented in the CISDM case management system. The Student Support Specialist will be responsible for matching of students with volunteer mentor on their campus. This supervision includes, but is not limited to the following: Assist with recruitment and training of volunteers and mentors to work with CISGC students and families. Match will be based upon student’s needs, guidance, monitoring, documenting and supervising of all student related activities. The Student Support Specialist will coordinate campus specific mentor needs and plan/development training in collaboration with Executive Director. Provide an orientation specific to the campus to acclimate the mentor to the campus and campus specific policies and procedures. Monitor the mentor relationship, provide information to mentor as appropriate to support the relationship, communicate frequently with mentor (in person, phone, and email).

• Personnel Management: Orient volunteer mentors to campus programming, connectivity to school-day, and goals.

• Demonstrate commitment to CISGC, and the CISGC mission.

• Effectively communicate program needs, goals, and accomplishments with other CISGC staff, board members, and partners.

• Proactively advocate for constructive relations between grant staff, mentors, community partners, and the school site.

• Professional Growth: Assume responsibility for personal growth to improve job performance.

• Conduct school faculty training, as appropriate, to maximize mentor productivity and connections between the program activities and the regular school day curriculum on all target campuses.

• Program Evaluation:
  • Systematically and continuously monitor volunteer mentors, enrichment programs, and parent involvement offerings, coordinating for efficacy in meeting student and family needs.
  • Make midcourse adjustments rapidly as appropriate for goal attainment.
  • Submit monthly service reports detailing student data, family participation/services, mentoring activities, community involvement, and proximity to annual service goal.
  • Monitor mentor/mentee activities, enrichment programs on the campus, and parent involvement coordinating for cohesiveness and quality implementation.

• Community Liaison:
  • Serve as a liaison between the school, CISGC and the community
  • Serve as a liaison between parents of CISGC students and the CISGC staff and agency service providers
  • Establish rapport with the students and their families by making frequent home visits and keeping in close contact with the student’s parent or guardian throughout the school year.
  • Establish rapport with Greenbrier County administrators, teachers and staff.
  • Develop strong community involvement by joining civic and / or professional organizations within the community to network with other professionals and represent CISGC.
- **Working Conditions:**
- Occasional travel within Greenbrier County and occasional statewide and national travel.
- Work with frequent interruptions, maintain emotional control under stress.
- Occasional prolonged and irregular hours.
- **Work Location:** Multiple locations
  - **Work Remotely:** No