
Job Title	Coordinator of Support Services
PVN ID	JJ-2210-005162
Category	Instruction and Social Service
Location	JOHN JAY COLLEGE OF CRIMINAL JUSTICE
Department	Institute for Justice and Opportunity
Status	Full Time
Annual Salary	\$50,000.00 - \$55,000.00
Hour(s) a Week	35
Closing Date	Mar 14, 2023 (Or Until Filled)

General Description

The **Coordinator of Support Services** plays an integral role in the development, expansion, and delivery of services to students through the Outreach and Intake department. The Coordinator of Support Services will play a large role in the success of the participants transitioning from prison, jail, or the community and into (but not limited to) the Institute's respective programs. The Coordinator of Support Services will provide community-focused case management services to all Institute participants. Case management services will include making and following up on referrals made for academic and non-academic needs on behalf of the participant, bi-weekly wellness checks, developing and facilitating soft skill workshops, etc. This front-facing role requires someone with empathy, creativity, and flexibility, dedicated to helping our participants become successful members of academia and the workforce helping to position them for upward economic socioeconomic mobility. The successful candidate will have a strong team spirit and a positive and proactive approach to problem-solving. This position reports to the Director of Outreach and Intake.

ABOUT THE INSTITUTE

As a champion of institutional, structural, and personal transformation, the John Jay College Institute for Justice and Opportunity (The Institute) opens doors and eliminates barriers to success for people who have been involved in the criminal legal system. The Institute is one of twelve research entities that collectively comprise the Research Consortium of the John Jay College of Criminal Justice. The Institute has a diverse portfolio of projects that focus on identifying what it takes for people to live successfully in the community after justice involvement and on increasing the effectiveness of the professionals and systems working with them. Recognizing the transformational power of education, the Institute focuses much of its work on increasing access to higher education for people with criminal histories. The Institute's comprehensive and strategic approach includes direct service, research, technical assistance, and policy advocacy. To learn more please visit our website: <https://justiceandopportunity.org/>

Other Duties

- Collaborate with the Director Outreach/Intake and team to ensure participant success and the achievement of goals and outcomes.
- When barriers are identified, the Coordinator will provide support to participants by connecting the designated community services, resources, and or aid in providing solutions.
- Plan, organize, and provide training to Institute participants for soft skills development necessary for academic success and employment (i.e. Time management; Motivation and Commitment; Strategic goal-setting and Implementation; Value of Interpersonal Skills, etc.)
- Conduct orientations, facilitate workshops, and hold community-building activities.
- Support program leadership to use data to plan, manage, and evaluate the effectiveness of Departmental approaches, curricula and services and make changes if needed.
- Provides case-management services through face-to-face meetings, and via telephone and video technology.
- Work collaboratively with the Outreach Specialist to broaden our referral relationships with community-based organizations
- Provide case management services such as:
 - Bi-weekly wellness checks
- Make and follow up on referrals made for participants' academic and non-academic needs. Follow-ups should be made on Bi-weekly basis.
- Document case management and other related services into the Institute's database the day of service not to exceed three days from the date service was provided.
- Participate in team meetings.
- Provide Director of Outreach and Intake with required data for Departmental and Stakeholder reports
- Collaborate with the Outreach Specialist to support new and current Institute members by developing and hosting regular peer groups.
- Collaborate with the Intake Specialist to reevaluate and enhance HSE Connect Orientations.

Academic Reentry Planning Specific Responsibilities:

- Collaborate with the Outreach Specialist to provide returning pipeline students with a welcome home lunch and trip to buy essential items.
- Travel to Otisville to conduct reentry planning and parole prep conversations with Prison to College Pipeline (P2CP) students within 6 months of reentry for students returning to NYS and 12 months for students seeking to parole to another state. (e.g. discuss reentry priorities, time management, coping skills, goal setting, collecting letters of assurance, non-academic needs based referrals in sync with release date).
- Collaborate with the Outreach Specialist to provide returning pipeline students with a welcome home lunch and trip to buy essential items.
- Facilitate bi-weekly reentry groups to cultivate peer support in the community.
- Provide basic tech support for students upon their return to the community (e.g., setting up a voicemail on a cell phone, creating an email).
- Bi-weekly, provide support to participants through wellness checks by phone or scheduled office visits.
- Submit progress reports and convey recommendations or challenges to the Support Services team.
- Participate in team meetings.

Qualifications

- A strengths-based approach to working with people.
- Knowledge of academic and reentry processes to develop strong working relationships with system-impacted individuals.
- Proven experience in engaging diverse stakeholders and service providers to coordinate services.
- Strong organizational skills and ability to manage multifaceted, complex administrative processes.
- Demonstrated ability to think strategically about program needs.
- A commitment to contributing to opportunity and equity for incarcerated and formerly incarcerated and justice involved people.
- Demonstrated ability to respond calmly and thoughtfully to emergencies and to develop solutions in partnership with students and relevant stakeholders.
- Basic proficiency in Microsoft Excel, Office, PowerPoint, project management software, internet research
- Some supervisory experience preferred.
- An understanding of the education and employment needs of under-resourced communities
- Ability to work independently, prioritize, organize, problem-solve and exercise good judgment with minimal supervision.
- A minimum of a bachelor's degree in a Human Services, Social Work, Community Health, Criminal Justice, or related field, and three or more years of case management or relevant work experience preferred.

PLEASE SUBMIT RESUME AND COVER LETTER

At the Institute, we are committed to providing an environment of mutual respect where equal employment opportunities are available to all applicants and teammates without regard to race, color, religion, sex, pregnancy (including childbirth, lactation and related medical conditions), national origin, age, physical and mental disability, marital status, sexual orientation, gender identity, gender expression, genetic information (including characteristics and testing), military and veteran status, and any other characteristic protected by applicable law. The Institute believes that diversity and inclusion among our teammates is critical to our success, and we seek to recruit, develop and retain the most talented people from a diverse candidate pool.