

Job Title	Coordinator of Intake Services
PVN ID	JJ-2210-005163
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	May 24, 2023 (Or Until Filled)

General Description

The **Coordinator of Intake Services** works primarily with students entering the Institute's programs including but not limited to the College Initiative program, Career Pathways, and HSE Connect. The Coordinator of Intake Services is the first point of contact for incoming participants and conducts intake assessments to assess for college readiness and service needs.

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

- Respond to and manage incoming referrals to College Initiative, Career Pathways, and HSE Connect.
- Develop strong reciprocal referral partnerships with referral stakeholders.
- Track intake assignments and produce monthly reports.
- Conduct the majority of intake appointments (80%) to assess incoming students for college readiness, barriers to college success and to orient incoming students to College Initiative's services.
- Maintain detailed case notes in organization's database.

- Refer students to appropriate services to meet their needs both academically and non-academically.
- Collaborate with Coordinator of Support Services to reevaluate and enhance HSE Connect Orientations.
- Create and maintain orientation calendar.
- Co-facilitate Orientations and track attendance.
- Attend Community Outreach Meetings and present on the Institute's services
- Support in developing outreach materials and community-based presentations to reflect the Institute's services.
- Attend College Initiative Counseling Meetings to stay up to date on program updates and to ensure that students seamlessly transition from intake to program services.
- Liaise with Manager of College Initiative to match CI Students with Academic Counselor
- Coordinate with Prison Writes Facilitators to recruit and provide ongoing support during workshops.
- Assist with relevant projects as needed (e.g. Assist with development and administering of tech assessments, support in recruitment for College Exploration and Career Pathways classes)
- Document Intakes and other related services in the Institute's database the day of service not to exceed three days from the date service was provided.
- Participate in team meetings.

Qualifications

- Knowledge of the social service landscape in New York City.
- Knowledge of reentry process and/or college access services desired.
- Integrity and a deep commitment to educational access for all people
- Ability to work independently and collaboratively in a demanding and complex work environment.
- Demonstrated ability to respond calmly and thoughtfully to emergencies and to develop solutions in partnership with students and relevant stakeholders.
- Strong attention to detail, ability to create systems to multi-task and participate effectively in team-based services.
- Basic proficiency in Microsoft Excel, Office, PowerPoint, project management software, internet research and data entry.

PLEASE SEND 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.