
Job Title	Coordinator of Onboarding Services
PVN ID	JJ-2408-006415
Category	Instruction and Social Service
Location	JOHN JAY COLLEGE OF CRIMINAL JUSTICE
Department	
Status	Full Time
Annual Salary	\$52,000.00 - \$54,000.00
Hour(s) a Week	35
Closing Date	Dec 10, 2024 (Or Until Filled)

General Description

The Institute is seeking a Coordinator of Onboarding Services, that will serve as one of the first point of contacts for perspective students, conducting thorough assessments to evaluate their readiness for academic pursuits and future employment, in addition to identifying any need for additional supportive services. This position demands a proactive, detail-oriented individual skilled in navigating complex student needs within a dynamic environment.

The Coordinator of Onboarding Services reports to the Manager of Outreach, Onboarding and Support Services. This role is critical for the Institute as it assists with the transition from incarceration to education and workforce training programs, ensuring our students receive a tailored onboarding experience that addresses their unique 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 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/>

The Institute prides itself on being the leading organization in NYC that works with individuals who often face extreme barriers to employment, current or former homelessness, substance abuse disorders, and/or low educational attainment.

Supervisory Responsibilities:

This position does not supervise other regular full-time staff but may oversee the work of interns and/or administrative temporary staff as required.

Duties and Job Responsibilities:

Onboarding and Assessment:

- Conduct initial sessions using a trauma-informed lens to assess new students' academic and personal readiness.
- Track onboarding assignments and produce detailed monthly reports on student engagement and progress via Salesforce and other designated metric platforms.
- Maintain meticulous case notes in the Institute's database to document student interactions.
- Manage an orientation calendar for both prospective and incoming students who are within their onboarding phase, co-facilitating sessions and tracking attendance to ensure effective integration into the Institute's programs.
- Engage all students with an understanding of trauma's impact on behavior and service engagement. Maintain an anti-oppressive, non-judgmental tone in all interactions, upholding student dignity.
- Assess students' mental health to determine their readiness for academic challenges and potential need for additional supportive interventions. Refer students not ready for immediate academic engagement to appropriate supportive services, such as mental health counseling or substance abuse treatment.
- Regularly reevaluate each student's needs to adapt support strategies effectively throughout the onboarding period, ensuring their most pressing needs are met.
- Devise a comprehensive support system, with other Institute colleagues, that integrates academic advising with mental health and wellness support, facilitating successful transitions and sustained engagement (while enrolled in Institute programming).

Student Referral and Support:

- Refer students to academic and non-academic services, ensuring access to necessary resources.
- Collaborate closely with academic and support teams to facilitate a seamless transition and continuity of care.
- Liaise with various program departments to ensure consistent support throughout students' onboarding and program participation.
- Make informed decisions regarding immediate academic engagement or the need for intervention by supportive partners.

Outreach and Community Engagement:

- Assist in at least eight to ten virtual or in-person information session presentations and/or discussions with community partners monthly.
- Assist the Manager and Senior Director to identify and conceptualize outreach campaign strategies that meet and exceed quarterly goals.
- Assist with developing content for electronic and print communications, including social media in partnership with the Senior Director of Program Services and Development Department.

Documentation and Reporting:

- Promptly update all onboarding documentation in the Institute's database.
- Provide data and reports as required for departmental and stakeholder updates.
- Participate in team meetings to strategize improvements and coordinate student support efforts.

- Manage an orientation calendar for both prospective and incoming students who are within their onboarding phase, co-facilitating sessions and tracking attendance to ensure effective integration into the Institute's programs.

Other Duties

- Engage in professional development to enhance job performance and personal growth.
- Contribute to Institute-wide initiatives by serving on committees as needed.
- Support Institute events and undertake additional duties aligned with the role.
- Other duties as assigned.

Qualifications

Required Skills/Abilities:

- Deep understanding of the social service landscape in New York City, especially related to reentry and college access.
- Demonstrated understanding of trauma-informed practices and the ability to interact effectively across diverse racial, social, and cultural groups.
- Strong commitment to educational access and equity, particularly for justice-impacted individuals, focusing on non-judgmental and anti-oppressive service delivery.
- Excellent organizational and time-management skills, coupled with robust client-engagement abilities.
- Strong interpersonal, customer service skills and organizational skills.
- Excellent oral and written communication skills with strong administrative skills.
- Ability to work collaboratively in a demanding and changing environment.
- Ability to take initiative, work within a team, and follow through independently on required tasks.
- Competence in project management and various digital communication tools, including social media platforms.
- A strong grasp of technology, MS Office, Google Suite office software, and electronic data tracking tools.
- Excellent problem-solving abilities with proactive solution development.

Required Physical Abilities:

- Perform general office duties and lift items up to 50 lbs. such as a ream of paper for office tasks and event setup.

Education and Experience:

- Bachelor's degree in Human Services, Social Work, Community Health, Criminal Justice, or a related field required.
- A minimum of two years' experience in community work or community-centered activities in an area related to the duties described above.
- A positive attitude and willingness to learn and grow.