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<b>Job Title</b>	Student Support Specialist
<b>PVN ID</b>	LA-1908-003219
<b>Category</b>	Managerial and Professional
<b>Location</b>	LAGUARDIA C. C.
<b>Department</b>	Center for Immigrant Education and Train
<b>Status</b>	Full Time
<b>Annual Salary</b>	\$45,000.00 - \$53,000.00
<b>Hour(s) a Week</b>	35
<b>Closing Date</b>	Oct 08, 2019 (Or Until Filled)

## General Description

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LaGuardia Community College's Center for Immigrant Education and Training (CIET) seeks a Student Support Specialist. Housed in LaGuardia's Division of Adult & Continuing Education, CIET provides no-cost educational and training programs designed to assist low-income immigrant English language learners to advance on their educational and career pathways and to achieve their civic and parent engagement goals. The primary responsibilities of this position include:

- Advising and motivating immigrant clients in developing and persisting in their educational and career pathways, both through in-class workshops and one-on-one follow-up sessions.
- Designing and leading workshops on such topics as goal setting, US-style resume development and interviewing skills, managing test anxiety and stress, navigating systems, and self-care.
- Coordinating outreach, recruitment, and pre-assessment sessions for new and wait-listed applicants.
- Tracking student progress, attendance and satisfaction, while completing all data entry tasks as required by funders and the university, and observing established confidentiality measures.
- Collaborating with ESOL instructors and staff members to monitor and document student and alumnae progress and outcomes, both during courses and after student exit.
- Identifying and establishing joint referral relationships with relevant community-based organizations, social service agencies, and local immigrant organizations to meet client needs.
- Providing crisis intervention, support, and referrals to social services for students.
- Attending all NYSED Regional Adult Education Network (RAEN) and other professional development trainings, as required.
- Establishing and maintaining an active job-entry referral process with the NYC WorkForcel system, the ACE Career Development Center, and employer partners for students with employment goals.
- Participating in funder update and reporting activities, including the writing of monthly and quarterly reports on program and student outcomes using compiled data and student feedback.

## Other Duties

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Other duties as assigned

## Qualifications

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- Ability to maintain confidentiality of student records, as appropriate;
- Ability to respond calmly to emergencies and to fashion solutions to student, administrative, or technical problems; ability to seek assistance when needed;
- Ability to establish community networks and deal effectively with community groups;
- Ability to write clearly and produce/edit accurate, well-organized, and understandable reports;
- Ability to communicate effectively; ability to listen and respond to the concerns/ideas of others;
- Ability to work on a team, as well as work independently.