



Position: Student Services Coordinator (Mentoring & Internships)

Reports to: Executive Director and Programs Manager

FLSA: Full-Time (40 hrs./wk.)

Salary: \$60,000.00/yr.

Who We Are

Mission | Values | Programs - San Francisco Achievers (SF Achievers) is a community based non-profit organization whose mission is to support African-American young men in San Francisco Unified School District, helping them lead and thrive in higher education and beyond by closing the opportunity gap. We accomplish our mission through effective student support services, mentorship, internships, and scholarships that prepare our youth to matriculate into and graduate from college.

As an institution, SF Achievers believes that education is the fuel that best facilitates the aspiration for a stable life. Our programs aim to help prepare African American young men who attend San Francisco public high schools for their future in a rapidly changing world. By fostering the development of emotionally healthy, life-long learners SF Achievers aids their ability to contribute to the economic and social development of their communities and compete in a global economy.

SF Achievers staff, working in conjunction with diverse networks of dedicated mentors build relationships with students and expose them to valuable new experiences through our three (3) signature programs: High School Support, Leadership Academy and Scholar Success. SF Achievers High School Program includes onsite lunch programs and a variety of skill building outings. We collaborate with multiple schools across SFUSD—specifically in Burton-, Mission-, Wallenberg-, and Washington High Schools—to offer weekly lunch sessions that are open to all grades and genders. Many of these students also participate in the one-on-one sessions tailored to meet their socio-emotional needs.

Position Description: The Student Services Coordinator supports the management and implementation Mentoring Services, the Leadership Academy, and SFA's new postsecondary finance initiative. The SSC collaborates with the Programs Manager and Achievers program staff; however, s/he leads and is responsible for the management and implementation all grant- and scholarship research activities; internal and external application processes; and leading the ongoing development of monitoring and evaluation processes at the individual- and program level. The SSC maintains a thorough awareness of Achievers and Scholars, alerts participants of and, in conjunction with program staff, encourages them to apply for the appropriate number of funding opportunities. S/He leverages staff, programs and research to create a culture of continuation that includes postsecondary education, and works to ensure participants graduate with minimal postsecondary debt.

The position requires a dedicated professional, one capable of assuring reliable program implementation and monitoring; a person with a rock-solid commitment to the mission and goals of the organization, who is familiar with youth development, particularly mentoring and mentor-mentee dynamics, postsecondary financial aid, and navigating campus life (resources). Under supervision of the Executive Director, with oversight from the Programs Manager, the SSC leads implementation and participates in planning student support services delivery strategies. S/He acts as a liaison between the Achievers- and Scholars programs; coordinates student resources and services across multiple service areas for individual- or targeted participant populations.

The Student Services Coordinator plans, coordinates, implements and participates in events; performs advanced administrative support including monitoring program performance and compliance with rules and regulations. Lastly, s/he prepares and analyzes statistical data and performs related duties as assigned. As an essential member of the team, the SSC works to foster a collegial, professional atmosphere that promotes mission-centric outcomes.

Key Responsibilities:

Postsecondary Finance Initiative

- Promote SFA's annual scholarship; partner with Programs Manager to recruit, train, determine and facilitate the scholarship interview panels; assure scoring transparency; assure selections comply with eligibility requirements
- Research financial aid opportunities matched to student interests (participant profiles); develop and maintain clearinghouse; stay abreast of postsecondary funding opportunities, including loans—i.e. studentaid.gov, accessscholarships.com, study.com, careeronestop.org
- Connect scholar applicants and program participants with financial aid opportunities; serve as a conduit to additional resources students need to complete their postsecondary education; monitor internal- and external application progress
- Calculate postsecondary costs specific to participants colleges of choice (4 criteria—tuition, room & board, books, and other), develop financial aid assessment that summarizes need; develop plan to include FAFSA/Federal, State, region and local financial aid opportunities
- Determine the annual cost of college and serve as primary point of contact for students, parents, counselors and college representatives
- Manage various internal named scholarships

Mentor Program

- Advertise mentoring opportunities; lead and refine outreach methods and recruitment efforts to increase pool of quality mentors; make presentation and lead recruitment speaking engagements—i.e. Rotary Clubs, Sororities/Fraternities, Public Agencies, etc.
- Screen mentor candidates, coordinate background checks, and identify individuals who possess key traits—i.e. awareness of and/or empathy for the academic, social and vocational challenges African American young men face, and a willingness to tackle
- Lead mentor training and support activities, including developing and delivering training exercises, monitoring mentor-mentee relationships, providing mentors with actionable opportunities—i.e. scholarship information, school resources, etc. to share with mentors
- Develop and/or implement mentor-mentee matching processes; help mentors develop a list of goals over the course of the year—i.e. meeting schedule, attendance at events, etc. evaluate each mentor/mentee pair, determine changes in necessary—i.e. reassignments
- Schedule regular group- and individual check-ins with mentors; assure mentors have both the support and perspective they need to be a valuable resource for mentees—encouragement, social awareness, and an awareness of the challenges
- Continually evaluate processes, including writing reports about the success/failure rates, document mentor hours and relationship longevity

Leadership Academy & Internships

- Collaborate with the Executive Director and Programs Manager to strengthen the Leadership Academy programmatically and operationally, refine operational practices and service delivery strategies to improve impact and efficacy

- Assure participants gain valuable skills through planned, targeted activities—i.e. college and worksite visits; lead and monitor the Leadership Academy’s competitive application process; construct thorough applicant assessment process—i.e. application and interviews
- In Partnership with leadership enhance the program’s focus—exploration and educational empowerment t—enable participants to grow academically, socially and professionally; ensure the ongoing development of close communities of peers across San Francisco
- Manage and collaborate with program staff on how best to conduct scholar recruitment including meeting and collaborating with counselor and teacher to bolster partnerships
- Work with Programs Manager to develop strong school- and stakeholder relationships; and partner developments that enhance program implementation and strategies
- Research and assure that participants are aware of and have the opportunity to apply to competitive internships

Employment Qualifications

- Bachelor’s Degree and a minimum of 2-3 years of professional youth development experience, including recruiting, coaching and mentoring—and/or leading a mentoring or youth service learning program
- Background/knowledge of volunteer recruitment, training and management, including mentor matching, relationship building, and mentor support (population specific)
- Emotional intelligence matched by cultural awareness/competency; ability to design and manage programming that aims to address the unique challenges of diverse, underserved youth and communities
- Sound judgment and proven record-keeping, with the ability to maintain laser focus on strategy implementation and execution; skilled human resource manager with a proven ability to manage operations and lead staff to assure strategic priorities are met
- Extremely well-organized, detail-oriented and able to prioritize tasks and meet deadlines while adapting to change; self-starter and cooperative-collaborator with the ability to develop positive relationships with community volunteers and with youth
- Proficient with Microsoft Office, Google Drive, & proprietary CRM software and/or other cloud-based tools; digital/social media savvy—i.e. websites, social networks, etc.
- Exceptionally capable of functioning under the supervision of senior leaders, while preserving the ability to work independently as well as part of a team
- Excellent public speaking/presentation skills; written communication and diplomacy skills
- Fastidiously punctual with access to transportation

Additional Requirements

- Able to work some evenings and weekends
- Current driver’s license, clean driving record along with cleared background check

The Student Services Coordinator job description outlines the general nature of this role—it is not exhaustive. Staff may be required to perform duties outside of core responsibilities.

**TO APPLY, SEND A RESUME AND A COVER LETTER TO
GREGG ZAIRE, EXECUTIVE DIRECTOR AT gregg@sfachievers.org**