



refugee development center

Position Description Student Success Specialist

About the Organization: The Refugee Development Center is a vital 501(c)(3) organization that was created in 2002 to provide a unique, unduplicated service in the mid-Michigan area. As a small grassroots organization, we have grown to be the “go-to” agency for working with refugees in the region. By providing formal and informal learning opportunities, the center aims to be an open and inclusive place for refugees to learn and locate the resources they need to flourish as residents and citizens.

Overview: The Student Success Specialist is a new and dynamic position within the RDC English Language program. The primary area of focus is to uplift the academic and social goals of the adult learners as they strive to build their lives here in Lansing. As the coach, you will get to know students on a personal level, help them identify and break down barriers to learning, and support them as they strive to improve their educational, employment, and societal engagement in the community. You will monitor their participation and learning, connect them to community resources, and collaborate with the broader RDC team to help them reach their full potential.

HOURS: Full time; nights and weekends will be included in regular schedule

TIMELINE: Applications will be accepted until July 21, 2023

PAY: Based on experience and qualifications (\$35,360-\$39,520 annual salary)

BENEFITS: RDC offers fully paid health, dental, vision, retirement and generous PTO.

Responsibilities and Duties

- Support the English Language Program by assisting students on their academic and career pathways.
- Collaborate with the Outreach Director, English Program Director, and Family Engagement Director to ensure all services are being offered in accordance with the contract.
- Ensure all program documents are accurate, translated into top languages, and completed for new Adult Education students.
- Maintain up to date program data and report out weekly to ESOL/FEV/Outreach teams: attendance, follow up, home visits, field trips, and testing outcomes.
- Supervise, educate and empower interns to support all aspects of the program
- Provide one to one support and academic case management with students focusing on intake for new students, establishing and following up on adult learning plans, testing, tracking and reporting outcome measurement.
- Coordinate language support and access for students during orientations, support meetings and testing.
- Weekly meetings with the ESOL Director & WIOA Director to discuss
 - Attendance Measures
 - Testing Outcomes

- Individual progress for each student enrolled in the program
- National Reporting Goals
- Home Visit results
- Partnership Gaps and Opportunities
- Other duties as assigned

Qualifications:

- BSW or BA/BS in a human service field or a minimum of 2 years working in similar position
- Computer skills sufficient to perform essential functions
- Demonstrated cross cultural sensitivity
- Strong interpersonal skills both written and verbal
- Experience w/ chart analysis, scores and data
- Experience with standardized testing preferred
- Comfortability with data, online testing, and reporting
- Knowledge of the U.S. resettlement process and agency resources
- Ability to work non-traditional hours including evenings and weekends.
- Desired: Teaching experience and/or TESOL training
- Bilingual or multilingual (capable of speaking, writing, translating, and tutoring in at least one of the major language(s))
- Desired: Prior experience in community education and working with refugees

Working Conditions:

Due to the nature of the position, final candidates will be required to allow RDC to conduct a series of background checks to determine whether the circumstances of any pending charges or past convictions would be substantially related to the job being filled. Additionally, all final candidates must have a valid driver's license, approved insurance coverage and reliable transportation.

To apply: Send resume & cover letter, complete with reference contact information, to Erika Brown-Binion, Executive Director at ebrown@rdclansing.org by July 21, 2023. Call Erika at 517- 999-5090 with questions.

EEO Statement:

Refugee Development Center (RDC) believes we are better together and is an equal opportunity employer who truly values diversity at our organization. Therefore, RDC adamantly opposes any discrimination based on characteristics protected by federal, state, and local laws, (including the following: race, religion, skin-color, sex, national origin, gender identity or expression, sexual orientation, age, genetics, marital status, veteran status, or disability status) and enthusiastically encourages those of diverse backgrounds to apply.