Coordinator for Student Success & Well-Being

Position Summary: The Coordinator’s primary responsibilities are to support and coordinate services for students struggling with mental and emotional health, academic success, social adjustment, and similar issues challenging to many college students. The Coordinator works with the Care, Assessment, Response, and Evaluation (CARE) Team as a primary contact person for students of concern, providing case management, crisis intervention and support, assistance connecting students to appropriate campus and community resources, and progressive follow up. The Coordinator also partners with colleagues on the College’s Retention Team to respond to students encountering academic and social challenges, coaching them as they develop and pursue action plans for success, and following up with these students as appropriate. In addition to these responsive roles, the Coordinator works with colleagues to develop strategic efforts to respond to students’ diverse needs, engage student leaders and organizations through programming and trainings, and promote outreach to the campus community to foster overall well-being.

Essential Responsibilities
- Serve as the primary contact/case manager for students of concern supported by the Care, Assessment, Response, and Evaluation (CARE) Team
- Provide outreach, crisis intervention counseling, and support services through knowledge of general mental health and interpersonal well-being related issues pertinent to traditional-aged, undergraduate college students
- Serve on the evening and weekend on-call system, providing crisis consultation if needed
- Coordinate student well-being outreach programs and initiatives
- Respond to student retention concerns raised by faculty, staff/coaches, and peers
- Target proactive support efforts serving at-risk, under-prepared, and probationary students
- Partner with Retention Team members and other College officials to implement and maintain initiatives and programs intended to enhance student success and yield enhanced retention
- Provide consultation to faculty, staff, and parents regarding student well-being and success concerns
- Collaborate with various resources on and off campus and make referrals of students for support
- Assist in the development of re-entry plans for readmitting students as they return to campus
- Coordinate with relevant student groups on programming initiatives
- Provide appropriate trainings for student leaders and organizations as requested
- Assist in developing effective policies and procedures regarding student well-being, care, and success
- Serve on committees or taskforces related to the well-being of students and may engage in relevant campus-wide initiatives.
- Generate reports for evaluation, grant-funding, and related purposes
**Education, Experience and Other Qualities**

- Master’s degree in a Counseling or Social Work-related field, Education, Student Affairs, or other relevant areas.
- At least one year of experience working in a college counseling or crisis intervention setting, a student support services role, or providing college student well-being outreach.
- Ability to maintain confidential information of a sensitive nature.
- Capacity to promptly make appropriate decisions in crisis situations and remain knowledgeable of available resources on campus and in the local community.
- Highly organized and demonstrate the ability to handle and prioritize multiple tasks, especially if urgent needs arise.
- Strong communication skills.
- General knowledge of college student development and support services for common issues addressed in a college environment is essential.

**Organizational Relationships**

The Coordinator position reports to the Dean of Students/Director of Residence Life and the Associate Dean of Students/Director of Student Involvement. They assist and function as a support services staff member within the Office of Student Development. This role will work closely with staff from Residence Life and Counseling Services, in addition to other key partners within the offices of Student Development, Academic Affairs, and Campus Police to foster students’ well-being, continuity of care, and overall success.

**FLSA:** Exempt

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**Birmingham-Southern College** (BSC) is a selective residential liberal arts college enrolling approximately 1,050 undergraduate students. BSC is included in Pope’s Colleges that Change Lives and is a sheltering institution for Phi Beta Kappa. The College’s curriculum is based on close faculty-student interaction in teaching, advising, and research. For more on the College’s faculty, students, educational mission, and national reputation, visit [www.bsc.edu](http://www.bsc.edu).

BSC is located just minutes from downtown Birmingham, which is the largest city in Alabama and a leading hub for banking and medical care and research in the Southeast. The metropolitan area, home to just over one million residents, offers a vibrant culture for entertainment, commerce, and recreational activities. There are six higher education institutions within a short commute; a symphony; a ballet; a zoo; botanical garden; the largest art museum in the Southeast; a world-class civil rights institute, and annual art, music, and film festivals--as well as numerous opportunities for outdoor adventure activities. Birmingham has often been highly ranked for its diverse food options, as well.

BSC is an equal opportunity employer and is especially interested in qualified candidates who can contribute through their teaching, research, and/or service to the diversity and excellence of the academic community. The BSC is also committed to expanding the diversity of the faculty, staff and the student body and in creating a welcoming and inclusive environment for all. Individuals from diverse populations are encouraged to apply. BSC complies with the Alabama Child Protection Act and E-Verify. EOE.