

POSITION VACANCY

Director of Student Success Coaching and Coordinated Care

Position Summary

The Director of Student Success Coaching and Coordinated Care provides leadership for student success initiatives that support student learning, persistence, and well-being at Westminster College. Reporting to the Associate Dean for Student Success and aligned with the Division of Student Affairs, this position serves as a central coordinator of student support systems, integrating proactive student success coaching with responsive case management and coordinated care.

Westminster College approaches student success as a shared institutional responsibility grounded in the belief that students thrive academically when they experience connection, purpose, and support within their learning environment. Student success work integrates academic and student affairs partnerships, recognizing that belonging, well-being, and engagement are foundational to students' ability to learn and persist. This position plays a critical role in advancing that vision by employing coaching strategies while ensuring that students experiencing challenges are connected to appropriate and timely support.

The Director provides leadership for the College's CARE Team, early alert processes, and coordinated care systems, while also developing a Peer Success Coaching model designed to support all incoming students in building the skills, habits, and help-seeking behaviors associated with student success.

KEY RESPONSIBILITIES

Student Success Coaching Program

- Design, implement, and assess a comprehensive student success coaching program that supports students in their academic, social, and personal transition to college.
- Develop and oversee a Peer Success Coach (PSC) program, including recruitment, selection, training, supervision, and evaluation of student coaches.
- Ensure Peer Success Coaches are trained in evidence-based learning strategies, student engagement practices, and effective referral processes.
- Develop structures for delivering coaching services, including individual meetings, group sessions, and embedded support within first-year courses, academic departments, and co-curricular settings such as athletics.
- Train Peer Success Coaches to appropriately identify student concerns, make referrals to campus resources, and fulfill reporting responsibilities, including serving as Campus Security Authorities (CSAs).
- Collaborate with Academic Affairs and Student Affairs partners to align coaching efforts with institutional student success priorities.

- Facilitate certification of training for Peer Success Coaches that align with the College Reading and Learning Association (CRLA), International Peer Educator Training Program Certification (IPTPC) or similar professional organizations.
- Assess the effectiveness of student success coaching initiatives, including Peer Success Coach interactions, student learning outcomes, and impact on student engagement and persistence, and use findings to inform program improvement.

CARE Team Coordination and Early Alert Systems

- Co-chair and coordinate the CARE Team in collaboration with the Associate Dean for Student Success, ensuring a coordinated, student-centered response to student concerns.
- Provide training and professional development for CARE Team members to strengthen effective, consistent support practices.
- Oversee the administration and effective use of early alert and student success technology platforms. Westminster College is currently transitioning systems and participating as a beta tester for a new platform.
- Oversee early alert processes, including triage of referrals, assessment of student risk levels, and coordination of appropriate interventions.
- Ensure timely and effective communication with campus partners regarding student support needs while maintaining appropriate confidentiality.
- Evaluate CARE Team processes and early alert interventions to ensure timely, consistent, and effective responses, and recommend improvements based on trends, outcomes, and campus feedback.

Case Management and Coordinated Care

- Provide case management for students with complex circumstances that require extensive coordination across campus offices or external support services.
- Serve as a key liaison between students, families (as appropriate), campus partners, and community resources.
- Coordinate holistic support plans that address academic, personal, financial, and well-being needs.
- Support students in navigating institutional processes, accessing resources, and developing strategies to persist through challenges.
- Track and assess case management outcomes to identify patterns in student needs, effectiveness of interventions, and opportunities to strengthen coordinated care practices and campus resource alignment.

Campus and Community Partnerships

- Engage with community organizations and external service providers to address gaps in student support and strengthen referral networks, overseeing memoranda of understanding when appropriate.

- Collaborate with campus offices including Counseling, Faith & Spirituality, Health Services, Residence Life, and Athletics, as well as other Student Success Center colleagues, to strengthen coordinated student support systems.
- Support institutional initiatives related to student success, retention, and well-being.

Student Affairs Engagement

- Serve as a member of campus working groups and committees focused on student success, retention, and student experience.
- Contribute to divisional initiatives and strategic planning efforts related to student support and coordinated care.
- Teach one section of WST101 after the first year of employment, contributing to student transition and success education.

CORE COMPETENCIES & LEADERSHIP

Collaborative Leadership - Builds strong partnerships across departments and fosters coordinated approaches to student support across Academic and Student Affairs.

Student-Centered Philosophy - Demonstrates empathy, compassion, and a developmental approach that supports student agency, resilience, and growth.

Commitment to Student Success and Belonging - Understands the relationship between belonging, well-being, and academic success and integrates this understanding into student support strategies.

Coaching and Developmental Practice - Applies coaching principles to support student learning, goal-setting, and help-seeking behaviors.

Case Management and Systems Thinking - Navigates complex student situations with a holistic, coordinated approach that leverages institutional and community resources.

Data-Informed Practice - Uses student information, trends, and outcomes to inform interventions and improve student support systems.

Communication and Facilitation Skills - Communicates effectively with students, faculty, staff, and external partners and facilitates meaningful conversations around student success.

Professional Integrity and Accountability - Maintains confidentiality, manages sensitive information appropriately, and upholds institutional policies and ethical standards.

Adaptability and Initiative - Responds constructively to emerging student needs and contributes to the ongoing development of student success systems.

QUALIFICATIONS

Required

- Master's degree in Higher Education Administration, Student Affairs, Counseling, Social Work, or a related field.
- Professional experience in learning support, case management, student success, academic coaching, or related areas.
- Demonstrated ability to work with students experiencing complex academic, personal, or social challenges.
- Experience coordinating programs or services that support student success or well-being.
- Strong organizational, communication, and problem-solving skills.
- Ability to work collaboratively across departments and with external partners.

Preferred

- Coaching certification and/or experience with coaching models, peer education programs, or learning support initiatives.
- Familiarity with early alert systems, case management platforms, or student success technologies.
- Experience in a residential liberal arts college environment.
- Experience training or supervising student staff.

Applications will be accepted until an appointment is made, though applications received by **April 24** will receive fullest consideration. Please email cover letter, curriculum vitae or resume, and a list of at least three professional references to SAJobApplications@westminster.edu

Any offer of employment is subject to receipt by Westminster College of satisfactory references, verification of employment and education, and Act 153 background clearances.

Westminster College is an Equal Opportunity Employer.