



College Completion Program Coordinator

ABOUT BREAKTHROUGH CENTRAL TEXAS

Founded in 2002, Breakthrough is a postsecondary access and completion nonprofit with the mission of supporting students to become first-generation college graduates. We start our partnership with students and their families early, in middle school and high school, and make a commitment to helping the student realize their goals of a postsecondary degree. By combining out-of-school learning experiences, advising, and a long-term commitment, we help students overcome barriers to success in the secondary and higher education system. We are student-centric, believing firmly in the potential of all students. We are committed for the long run, helping our students navigate the transition from middle school to high school to postsecondary institutions with a comprehensive and individualized approach to supporting their path to academic success. Breakthrough's programs and services are effective and based in the evidence of research and in the lived experience of our students. Currently, Breakthrough Central Texas annually serves close to 2,000 students across the Austin region and in colleges across the country.

Breakthrough Central Texas is proud of the many, diverse students who work hard in school and participate in Breakthrough. Credit for their success goes first and foremost to the students and the family members who support them every day. While Breakthrough participants are consistently outperforming their peers in on-time high school graduation, postsecondary enrollment, and postsecondary degree and certificate attainment, the organization recognizes that more needs to be done to improve its programs and services. With a recently completed strategic plan, the organization's new north star is to end the inequity in college attainment rates across the entire Austin region. To reach that goal, Breakthrough is growing its core model to serve approximately 3,000 students in Central Texas by 2025 and it is investing in new strategies to expand its impact even further.

WHY WORK AT BREAKTHROUGH CENTRAL TEXAS?

By working for Breakthrough Central Texas, you will help students achieve their dreams of success and receive the high-quality education they deserve. Breakthrough is an organization committed to its students and recognizes that our greatest resource to support them is our dedicated and talented staff. If you believe all young people deserve the opportunity to achieve postsecondary success and you desire to work at an organization committed to its employees and building the strongest team culture anywhere, then join us!

ABOUT THE COLLEGE COMPLETION PROGRAM COORDINATOR ROLE

The College Completion Program Coordinator (CCPC), together with the rest of the College Completion team, is responsible for the continued development and improvement of the College Completion model of service. As a primary provider of direct services to students and their families, the CCPC is committed to the academic, career and personal growth of the students in the program. This role carries a direct caseload of up to 75 students (students in and out of college), as well as directly supervises an AmeriCorps member with a similar-sized caseload. The overall goal of the program is to increase postsecondary attainment rates among students participating in Breakthrough.

In addition to direct service, the CCPC is a program leader charged with collecting and analyzing both qualitative and quantitative data to refine the design of the college completion service model. This involves the continued implementation of established programs with a proven track record, such as the Future Focus internship program and the Thrive Summit (typically a weekend long retreat with recent high school graduates heading off to college), as well as the development of programs which research suggests will help first generation college students, such as the College Ambassador Program.

Breakthrough recognizes the value and need of high quality advising services to students after high school graduation. In this model, we directly serve students through six years of their postsecondary endeavors, with a heavy focus on the first year after graduation from high school. This role will report to the Director of College Completion. To achieve the above, Breakthrough's College Completion Program Coordinator will:

- Plan and implement Breakthrough's College Persistence and Completion Programs model
- Manage a caseload of up to 75 students, comprised of students in college (traditional 4-year colleges and community college), not currently enrolled and seeking options, or exploring options in the trades
- Meet or exceed the standards of service for student contact based on the student's "tier of service", and document "meaningful contact" in Salesforce database
- Assist collegians and high school graduates with application, enrollment and financial aid processes, including transfers between programs and institutions and changes or career
- Travel to campuses around Texas (caseload dependent) in order to meet face-to-face with students and campus partners (note: because of COVID, our meetings are currently all happening virtually)
- Develop and maintain relationships with students and their families impacted by the program
- Lead or support Breakthrough's Thrive Summit (2-day retreat for about 170 students)
- Contribute to the continued growth and improvement of Breakthrough's Future Focus Internship Program
- Collect and analyze college persistence data to determine enrollment trends, barriers, and student needs
- Research and inform staff of state and national data, and effective practices in college access and persistence
- Design and provide timely reports regarding program outputs and outcomes
- Communicate and build meaningful relationships with Breakthrough high school graduates via phone, social media, email, and individual/group meetings
- Lead or support the implementation of the College Ambassador peer-mentoring program
- Build, maintain, and utilize partnerships with on-campus contacts at Breakthrough partner colleges
- Supervise, support, professionally develop, and evaluate staff and AmeriCorps members in their roles as school-based advisors, with at least one direct report
- Partner with other program coordinators to ensure alignment of the college completion model with other programs and services, most directly program coordinators working with high school seniors
- Foster the healthy culture of the college completion team and of the entire organization
- Drive student success to further Breakthrough's mission of supporting students on their path to becoming first-generation college graduates

ABOUT YOU

Breakthrough Central Texas seeks a talented, experienced, and enthusiastic leader to help manage the college completion program, with a lens to equity and inclusion and with alignment to best practices in the field of education, career development, and college readiness and persistence. We seek someone with a strong commitment to the mission and values of the organization. Because of the large size of the organization and the complicated, fast pace of the work, the ideal candidate will have:

- 3+ years of college access or persistence work with high school and/or college students
- An ability to drive innovation and develop programs from idea to impact to scale, especially programs that include multisector collaboration with schools
- An ability to analyze student-level data in order to extract patterns, and convert these into actionable steps and programmatic suggestions
- Experience organizing events for small and large groups of students
- An ability to develop and improve systems for greater efficiency and effectiveness
- An ability to supervise and evaluate the work of others
- A commitment to growth mindset, to the belief that people can develop the skills, knowledge, and abilities to achieve their aspirations
- A commitment to social and racial equity and to deepening understanding of power and privilege
- An ability to work with and motivate a diverse group of people
- A strong competency in and a commitment to leading diversity, equity, and inclusion work
- An ability to advocate effectively while maintaining positive and trusting working relationships

- A comfort with ambiguity as solutions to the complicated challenges encountered in the work are still emerging
- A willingness and ability to take initiative as appropriate
- An ability to be highly organized, to prioritize effectively, and deliver commitments in a timely manner
- Excellent verbal, written and visual communication skills
- A strong desire to learn and grow, with a humility to their own competencies, identity, and positionality
- A disciplined, strong work ethic and comfort with working non-standard hours
- A commitment to and comfort in communicating with individuals who speak a language other than English, in particular Spanish
- Experience working in a public or private university financial aid office a plus

COMPENSATION & BENEFITS

- Competitive salary commensurate with experience and qualifications.
- Health, dental and vision insurance, Breakthrough pays 100% of employee only plan premiums
- Matching 401K retirement plan
- Generous PTO and leave policy

TO APPLY

Please submit your resume, tailored cover letter, and salary requirements to openings@breakthroughctx.org.

Breakthrough Central Texas is committed to a policy of equal treatment and opportunity in every aspect of its relations with its applicants, staff members, and families, without regard to race, color, ethnicity, religion, gender identity/expression, sexual orientation, national origin, disability, age, military, pregnancy or parental status.

Breakthrough Central Texas is an equal opportunity employer and an organization that values diversity. People from all backgrounds are strongly encouraged to apply.