

**Position Title:** Postsecondary Success Coordinator  
**Department/Division:** C5 Leaders Program Team  
**FLSA:** Exempt  
**Reports to:** Postsecondary Success Manager  
**Location:** Boston & Duxbury  
**Salary:** \$45,000



### **About Crossroads**

The mission of Crossroads is to empower young people to realize their potential and positively impact the world. For over 85 years, we have provided access to out-of-school time offerings where children learn valuable, real-world skills through exposure to new ideas, engaging in outdoor educational experiences, and building relationships with positive peers and mentors. The National Academy of Sciences recently reported that such programs, “promote positive cognitive, social, emotional, and skills development, as well as safety and physical and mental health. However, enrichment experiences are not evenly and equitably distributed; many youth lack access to quality experiences due to the challenges of availability, accessibility, and affordability. The most vulnerable children face the greatest challenges in accessing quality enrichment experiences.” The C5 Leaders program works to specifically address these dilemmas by attending to the unique needs and aspirations of each participant as they develop into healthy adults and socially-conscious citizens.

### **Position Summary**

The Postsecondary Success Coordinator has the following responsibilities:

- Plan and lead postsecondary programming during school year events for leaders in Grades 8-12. Programming is designed to expand horizons, develop and practice professional skills, and provide career networking opportunities.
- In collaboration with the PSI Manager and other Coordinators, plan and lead the Road to College tour and ACT Now Summit (social justice workshop) summer experiences for leaders in Grades 11-12.
- In collaboration with the PSI Manager and other Coordinators, plan and lead the Apprentice and Summer Corps training programs for leaders in Grades 10-11 who are interested in becoming summer camp counselors.
- In collaboration with the PSI Manager and other Coordinators, plan and lead the Alumni Bootcamp for recent graduates approaching their freshman year of college.
- Provide individualized postsecondary success coaching. Our coaching program is designed to meet our participants where they are and support them to determine the best course of action for a successful future after high school.
- Provide information and resources to teens and families to combat potential barriers related to postsecondary success including, but not limited to, FAFSA completion sessions, application support, scholarship information, fee waivers, understanding financial aid packages, and finding the right fit postsecondary program.
- Connect alumni participants with postsecondary support services (i.e., Student Affairs Office, academic support, peer tutoring, professional mentors, internship opportunities, etc) to ensure ongoing success throughout college and/or in professional environments.
- Nurture a strong sense of belonging and build healthy relationships with participants to support ongoing coaching and guidance.
- Utilize Salesforce database to track participation and outcome measures.
- Collaborate with Crossroads' staff to maintain relationships with partner organizations.
- Support the annual recruitment, interviewing, and onboarding of a new class of teen participants.

- Support the annual recruitment, interviewing, and onboarding of seasonal staff members.



### **Key Accountabilities**

The Postsecondary Success Coordinator is held responsible for producing results in the following four performance areas:

#### **1. Build a culture of success, focused on postsecondary planning.**

Performance measures:

- Every participant develops an actionable postsecondary plan as they progress through the C5 Leaders program to high school graduation.
- Each participant is supported to explore, apply to, and select a postsecondary pathway that aligns with their personal goals, needs, and challenges.

#### **2. Deliver individualized coaching sessions for high school sophomores, juniors, and seniors.**

Performance measures:

- Each sophomore (Hammer) will be engaged in postsecondary exploration opportunities (small group format)
- Each junior (Compass) will participate in individualized coaching sessions to refine their postsecondary plan.
- Each senior (Medallion) will participate in coaching sessions to complete admission and financial aid applications, decipher aid packages, and make final choices about their postsecondary pathway.

#### **3. Create and implement Crossroads college and career programming.**

Performance measures:

- Curriculum content is reviewed to ensure relevancy for each class and evaluated for opportunities for continuous improvement.
- Annual College Tour and ACT Now Summit is planned and coordinated with participant planning committees.
- Provide opportunities for experiential college and career exploration.

#### **4. Track participant plans and postsecondary success.**

Performance measures:

- Use Salesforce to track plans and stats of participants throughout the coaching process.
- Monitor the success and persistence of program graduates as they take postsecondary steps.
- Use data to inform coaching strengths and areas of improvement.

### **Work Environment & Culture**

A successful candidate would embrace the following organizational norms:

- Proactively contribute to a healthy team and organizational culture
- Willingness to be a flexible and adaptable teammate
- Eagerness for intra- and inter-departmental collaboration and clear, thorough communication
- Respect for others across diverse populations and a commitment to anti-racist practices
- Engagement in culturally responsive practices and communication with colleagues, families, and teens
- Ability to travel to communities around Boston - a valid driver's license is required
- Ability to accommodate occasional non-traditional hours during the school year that may include evenings, weekends, and overnights

- Ability to engage in overnight programming during the summer months. Accommodations may include dormitories on various university campuses or cabin environments at any of our three sites: Camp Lapham (Ashby, MA), Camp Wing (Duxbury, MA) or Camp Mitton (Brewster, MA)



### **Knowledge & Skills**

The position requires a strong work ethic, excellent interpersonal and communication skills, and professionalism to succeed.

- Strong motivation to support and develop others with learning experiences that result in academic, career, and life success
- Versatility to handle dynamic change and multi-task
- Initiative and ability to think strategically to achieve outcomes
- Data- and process-driven orientation to work
- Reflective self-management (setting goals, managing time and priorities)
- Effective writing and presentation skills

### **Education & Experience**

- Bachelor's degree or higher in a related field
- 2 years of experience coaching or working with first-generation college students
- Experience developing trusting relationships with high school students from diverse backgrounds
- Experience in group facilitation and experiential learning