

EAST BAY CENTER FOR THE PERFORMING ARTS

Student Support Services Coordinator (SSC) Job Posting (Salaried Full-Time Exempt)

East Bay Center utilizes the performing arts as the vehicle for transformation of youth, focusing on assets and strengths-based solutions. Under the direction of the Director of Student Development and Training, the SSC works collaboratively with staff and faculty to ensure that the Center's mission and values are upheld through an innovative support system. The SSC develops, coordinates and implements programs and activities, which are embedded in the Center's overall artistic program, to support the well-being of East Bay Center students.

The SSC will work with a team of professionals (both artists and social workers) to ensure the success of East Bay Center students. This person must have a deep commitment to social justice, knowledge of youth development, passion and commitment to working with diverse populations, and experience with unique models to support youth mental health and resilience. The SSC ensures that the Center maintains a safe, supportive, and inspiring environment for our students. Through program management, the SSC will coordinate the Center's case management, crisis management, college support, tutoring, support and leadership groups, mentoring, and parent/guardian engagement for a minimum of 120 Young Artist Diploma students.

Furthermore, the SSC is responsible for the day-to-day administration of Student Support Services, following well established policies, procedures and protocols. This position will also create and maintain systems to ensure that participants in pre-collegiate programs are seamlessly connected to Student Support Services in order to advance the program's major goals, including increased retention, artistic growth, graduation rates among the target population. The SSC is responsible for the programmatic, operational and fiscal management of Student Support Services and is accountable for the program's success. The SSC is the primary field supervisor for all graduate-level social work interns.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Oversees all student support services programs, including the student YADP cohort groups, parents' group, MSW internship program, volunteer management, college preparation and tutoring programs.
- Manages implementation of the program's activities, goals and objectives in alignment with EBCPA's artistic programs and as outlined in grant-funded proposals, federal regulations/guidelines, and EBCPA's policies and procedures



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- Maintains a caseload of YADP students in urgent and or critical need. Regularly meets with the student, family and their support network to counsel, problem-solve, and create a student/family plan as needed.
- Effectively manages program/activity expenses as determined by the Director of Student Development and Training.
- Leads and plans program activities, identifying and selecting participants, assessing students, developing individual action plans, assigning services, monitoring participants' progress, retaining and graduating students.
- Coordinates services for participants including, but not limited to: tutoring, course advisement, academic coaching, career services, peer mentoring, personal counseling services, and cultural enrichment activities, assistance in financial aid application and enrollment into higher education.
- Develops and refines methods for continuous monitoring and recordkeeping of participant progress and program evaluation.
- Strictly honors student confidentiality and exhibits sensitivity toward program participants.
- Conducts research and planning necessary to facilitate program evaluation and reporting, including assistance with grant writing as needed.
- Provides and promotes service excellence through courteous, informed, accessible and professional engagement.
- Organizes and directs the student review meetings with the onsite team in concert with the Director of Student Development and Training and onsite staff to develop and implement strategic support for each student.
- Works with program leadership to plan and deliver training for faculty, program staff, MSW interns, and college prep/tutors in trauma-informed practice, youth development, and other relevant topics.
- Supervises up to three MSW interns, tutoring and college prep staff.
- Performs other duties as assigned

Minimum Qualifications:

Education: Possession of a Master's degree from an accredited college or university with a major in social work, sociology, counseling or psychology, with a specialization in children and families a plus.



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Experience: Two (2) years of full-time experience, or its equivalent, in a non-profit organization, public health agency or community program providing program management and direction to disadvantaged and marginalized children and families.

Substitution: Possession of a Bachelor's degree from an accredited college or university with a major in social work, sociology, counseling or psychology, with a specialization in children and families and three (3) years of full-time experience or its equivalent working in a non-profit organization, public health agency or community program providing program management and direction to disadvantaged and marginalized children and families. One (1) additional year of experience of the type noted above may be substituted for the required academic major. No substitution is permitted for a Bachelor's degree.

Knowledge of:

- Laws and regulations pertaining to child welfare, adult protective services, or the criminal justice system. Demonstrable youth counseling skills and experience.
- Program development and management, particularly in youth development in educational contexts.
- Interviewing and investigative skills and techniques.
- Human development, family systems, and group dynamics.
- Casework principles and methods including general investigations of abuse and neglect.
- The socio-economic factors which affect individuals and family life including mental health.
- Community resources and the use of community public or private resources.
- Physical and mental illness and their impact on daily functioning.
- Domestic violence and its impact on individual, families and children.
- The symptoms, dynamics and characteristics of the physical or mental abuse or neglect of an adult or child.
- The symptoms, dynamics and characteristics of psychological, physical, and emotional trauma.
- The methods of treatment and counseling for victims of abuse or neglect.

Ability To:

- Interpret and apply complex laws, rules, regulations, procedures, and policies pertaining to clients, and/or applicants.
- Utilize frequent consultation and supervisory direction effectively to meet organizational goals.



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- Learn to analyze client situations and effectively apply casework knowledge and skills.
- Establish and maintain relationships with clients and their families.
- Assess undefined and complex problems; identify immediate and potential risk to children and/or adults in abusive family situations and other living situations.
- Recognize factors causing reaction or changes in client's condition or behavior.
- Handle high-pressure, crisis situations professionally and extract appropriate information in such situations.
- Effectively work with diverse clients of various ages and socio-economic cultures, backgrounds, temperaments, and mental and/or physical capabilities.
- Deal effectively with hostile, disorganized or aggressive clients.
- Prepare in writing clear, concise and descriptive complex and detailed reports under time constraints.
- Provide guidance and consultation to support staff.
- Work cooperatively with fellow employees and the general public.
- Recognize and respect limits of authority and responsibility.
- Maintain accurate and specific records and logs of cases.
- Utilize computer systems, including word processing, navigating a computer database system, learn and use specialized software programs, including MS Suites and Google.
- Work both independently and as part of a team, take initiative, and be proactive with attention to detail.
- Lift 35 pounds.
- Excellent written and verbal communication skills.

Preferred:

- Experience as a practicing artist is strongly desired;
- Sense of humor is a plus;
- Dedication to the role of the arts in social justice, youth and community development;
- Spanish speaking preferred

Other Qualifications:

- Current valid CA driver's license
- Must pass a criminal history background check prior to work assignment
- All EBCPA employees must provide proof of full vaccination status for the Coronavirus-19 **before** they begin their work assignment.

Customary Work Hours: 40+ hours per week.



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Salary: \$65,000.00 - \$72,000.00 annually (DOE)

Customary Work Days: Monday-Friday, evenings, and weekends as required.

To apply, please send your resume and Cover Letter to Deborah Preston:
deborah.preston@eastbaycenter.org

The Deadline to Submit Resume's for this position is Friday, September 19, 2022.



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