



Director of Student Services Job Description

Pathways, a 501(c)(3) non-profit organization, is one of the premier adult education programs on the North Shore. For over 40 years Pathways has been providing a supportive educational environment for adult learners from the greater Lynn area: (1) opportunities for adults learners to attain their HiSET/GED credential and non-native English speakers to learn and improve their English language skills; (2) encouraging students/graduates to explore a variety of career pathways available in the regional labor market; (3) helping students/graduates develop employment, career and/or college readiness skills; and (4) making the transition to postsecondary education, training, and employment.

Position:

As a member of Pathways' Senior Management, and reporting to the Executive Director, the Director of Student Services is responsible for the management of supportive services by directly working with students and supervising a team of Advisors. High-quality support services is an integral component of Pathways program design, providing a range of services necessary to ensure that students successfully navigate the challenges of adult education. Responsibilities include:

- supervising the Support Services team and working closely with the Director of Education
- overseeing recruiting, assessing, enrolling, supporting, and retaining appropriate students and exiting students who are not able to comply
- ensuring that students understand and abide by all Pathways rules and policies
- helping students identify and address barriers that may impede success at Pathways
- providing individual and group education and career counseling planning to students/graduates
- bringing in (or visiting) partners for presentations to students/graduates and making referrals as appropriate
- supporting students/graduates in obtaining employment, credentials, and postsecondary education
- follow-up monitoring of student progress
- using data and evidence-based research for continuous quality improvement of activities at Pathways
- timely and accurate data entry and record keeping on services and outcomes
- some evening hours are required
- perform other duties as assigned

Qualifications:

- Experience working with diverse, low-income adult learners in a guiding manner, observing professional boundaries
- Bilingual in Spanish/English preferred
- Strong networking, written/oral communications, flexibility, and detail-oriented
- Experience working in direct services
- Proficiency in Microsoft Office and/or Google Suite
- Bachelor's Degree in an appropriate field preferred

Reports to: Executive Director

Interested Candidates: Please submit resume to es@pathwayslynn.org