Classification Description

Job Title: **Student Success Advisor II, School of Allied Health**

Pay Grade: **113**

Job Code: **3702**

FLSA Status: **Exempt**

Job Purpose

Student Success Advisor II, School of Allied Health, provides support and advising to School of Allied Health students and makes appropriate referrals to College resources to promote student success. The Student Success Advisor II aids student decision making by providing options that are in the best interest of the student's development, retention and completion, which are in accordance with College policies, procedures, and mission. This position is responsible for supporting programs and focusing on student success for the School or Division and manages all program data, assessment and state and national reporting data through the College's data management systems.

General Responsibilities

Essential Functions

Provides supplemental academic and career planning services for students from the time they are admitted to the School of Allied Health to completion of their program. Such activities include engaging students in academic planning assessments, interpreting assessments, assisting students in the development of an educational plan that addresses their interests, skills, and abilities, and assisting students in clarifying their career, major, and academic goals.

Under limited supervision, manages an assigned caseload. Identifies and delivers strategies for students to enhance their experience and contribute to improved retention and graduation rates for FSW students.

Administers, distributes, collects, and analyzes assessments to support student success in the School of Allied Health.

Manages data reporting and monitors student progress.

Implements intake orientations, assessment, mentoring, career exploration and other activities to encourage student retention.

Establishes and maintains community contacts and contacts with other retention professionals to include individuals, groups and service agencies; attends meetings, as appropriate.

In coordination with the School Dean and Program Directors, provides training to ACT Center Student Success Advisors regarding School of Allied Health program requirements.

Monitors national programmatic accreditation standards and relevant state legislation to ensure that data is collected and that programs are in full compliance.

Develops program orientation and advising materials and presentations to support individual and group student sessions.

Reviews degree evaluations, transfer credits, College placement test results and other available information to assist students in creating an education plan that fulfills their selected program's requirements.

Identifies and delivers strategies for FSW School of Allied Health students to enhance their experience and contribute to improved retention and graduation rates.

Communicates effectively with students to keep them connected, informed, and engaged in an open conversation while maintaining a supportive relationship that promotes a positive College learning environment.

Accurately disseminates information in a clear and concise manner, maintains detailed and accurate records, and provides appropriate referrals.

Performs proactive outreach to assigned students at specific intervention points and milestones to evaluate student development based on the measurement of student-learning outcomes.

Provides success strategies and resources to students identified by programs as at-risk based on academic progression indicators and/or early alert submissions from staff or faculty.

Utilizes technology to track and assess student progress towards program completion.

Interprets career assessments to assist students with career exploration and education planning.

Responds to student questions and requests in a timely manner.

Understands and stays abreast of changing institutional policies and college operating procedures including admissions requirements, new programs, course changes, deadlines, important dates, costs, expanding facilities, updates in college-wide initiatives, transfer requirements, and state and federal mandates.

Seeks out opportunities to participate in College sponsored professional development activities.

Serves as liaison and fosters intentional relationships with other advisors, offices, colleges, and departments.

Serves as a resource for faculty/staff.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Master's degree from a regionally accredited institution of higher education preferably in counseling, education, social field, or related discipline.

One (1) year of full time professional related work experience.

Demonstrated experience in qualitative and quantitative data analysis with a profound understanding of program assessment and evaluation.

Demonstrated understanding of Florida Department of Education and national programmatic accreditation agencies rules, regulations, and guidelines.

Personal and educational philosophy compatible with the goals, objectives and missions of Florida SouthWestern State College.

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.

- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical:	Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.
Environmental:	Normal general office.
Mental:	Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: January 21, 2025.