**Director of Student Success, Future Forward CT**

**Location:** Greater Hartford, Greater New Haven, and/or Greater Bridgeport, CT  
**Start Date:** Winter 2024  
**Applications Due:** The priority application deadline is January 16, 2024. After this date we do not guarantee review of submissions.

**Overview**

A college degree can be a game changer – it often leads to career advancement, economic opportunity, and upward mobility. But the high financial barriers and lack of flexibility within the existing system presents challenges to college access for many students. Enter [Future Forward CT](#), an innovative new college support program designed for students who are looking for an accelerated, affordable, and achievable degree program. Future Forward CT is a community-based program that provides access to degree programs AND high touch coaching, career support, and wraparound services (such as technology, childcare, and guidance through the financial aid process) to ensure students have what they need to succeed and earn their degree. We aim to triple Connecticut's average college graduation rate, cut college debt in half, and provide direct and indirect supports to ensure our graduates get jobs that pay a living wage within the state.

Future Forward CT was incubated by the [Trio New College Network](#), a group that launches local community based organizations to help nontraditional students navigate the higher education landscape toward a pathway that works for them. Trio is excited to launch this innovative new model starting in Hartford and Bridgeport CT to equip working adults with the skills and credentials needed to advance their careers and access high quality jobs leading to fulfilling, economically independent lives. This model has had early promising results, doubling graduation rates and eliminating the black-white college completion gap in Boston, San Francisco, and Philadelphia. We’re looking for founding team members who are committed to equity and breaking barriers to help our students achieve equitable college and career outcomes and are ready to roll up their sleeves and help us build this program in Connecticut – come join us!

**About the Role**

As the Director of Student Success with Future Forward CT, you will be part of a small, innovative, and entrepreneurial team focused on guiding students through a unique college process so that they can earn their degree and achieve their goals without significant financial burden. The primary functions of this role include coaching students through degree program projects and providing holistic support and access to community-based resources and support as needed. In this role you will work with a wide range of students providing them with a personalized, 1:1 support to complete their college degree as quickly and affordably
as possible. As we build out our coaching staff, this role will also be responsible for coaching and leading our academic and career efforts to support our students in earning their degrees and advancing in their careers—work that will include managing a small team of coaches, spearheading our career services buildout, and collaborating with the Executive Director (ED) on big picture strategy for the organization.

Responsibilities

Coaching and Student Support:
- Implement a targeted and effective coaching program to support students from enrollment to graduation
- Coach a wide range of students providing them with the personalized 1:1 support through their degree program and other key milestones including project completion, financial aid renewal, and course planning
- Build strong relationships with students in support of academic progress and goals
- Provide academic support and feedback
- Ensure students have the proper wrap-around supports to successfully complete their degree such as: access to technology, childcare, transportation
- Provide extended coaching hours to students as needed during evenings and weekends
- Maintain regular and ongoing communication with students via email, text, phone, events, and/or in-person meetings
- Partner with and manage other coaches added as student volumes grow
- Collaborate with the ED on the buildout of a career services program

Data Management:
- Utilize and execute data-driven approach to provide meaningful advising, coaching, support, and intervention to individual and groups of students
- Track and maintain student outreach and data in our database management system
- Collaborate with the statewide ED to ensure all students make adequate daily and weekly progress towards degree completion by reviewing aggregate daily/weekly data
- Review students’ financial aid status ahead of each new term and help students complete the FAFSA to finalize their financial aid as necessary
- Analyze caseload data to identify trends and gaps to strengthen programming and support of students and inform our core practices

Administration and Operations:
- Build out day-to-day operations for study spaces as organization grows
- Manage student orientations and other key annual events
- Support ad hoc projects and initiatives related to student success
Future Forward CT is an entrepreneurial start-up organization so there will be many opportunities to take on diverse responsibilities as needed.

**Desired Experience, Skills, and Mindsets**

- Unwavering commitment to the mission of Future Forward CT including a deep belief in the idea that all of our students have the right to an equitable college and career outcome
- 4-6+ years of experience with a focus on coaching, advising, or student success highly preferred
- Ability and willingness to work some evenings and weekend hours to accommodate schedules of working adults
- Demonstrated ability to help others understand, break down, and complete complex projects
- Experience managing significant projects
- Experience managing a caseload of students and/or other clients
- Proven creativity, initiative, and energy to build new programs
- Experience building and maintaining meaningful relationships with individuals from diverse backgrounds
- Excellent attention to detail and an ability to work both independently and as part of a team in a fast-paced environment
- Reflective and responsive to feedback
- Perseverant, solutions and goal-oriented; views challenges as problems to be solved

**Compensation**

This is a full-time position. The salary range is $80,000 - 90,000 per year based on qualifications and experience. Benefits include: generous paid time off, health, dental, vision, and 401(k).

**How to Apply**

Please submit your application [here](#). Note: the priority application deadline is January 16, 2024. After this date we do not guarantee review of submissions.

*Future Forward CT is an equal-opportunity employer and does not discriminate on the basis of race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. We value diversity and encourage candidates from historically underrepresented backgrounds to apply.*