

Work Study Peer Coach, TRIO Student Support Services Program

Work Study is a form of financial aid. Students must meet Work Study eligibility requirements in order to apply. More information about Work Study is available online:

<https://www.btc.edu/CurrentStudents/FinancialResources/WorkStudy.html>

Work Study Position Description:

[TRIO Student Support Services](#) supports motivated students in adjusting to college life, succeeding in classes, making the most of their college experience and persisting to graduation. TRIO Peer Coaches serve as leaders and ambassadors within TRIO Student Support Services and play a critical role in creating a welcoming and inclusive campus community for program students.

Work Study Peer Coach positions last for one quarter, with an option to extend through the academic year if eligible/available.

Hours and Compensation:

Peer Coaches are expected to commit to a minimum of 4 hours per week of regular on-campus availability during the quarter; additional available hours can vary weekly. Most weeks, Peer Coaches will work between 5 and 10 hours when academic classes are in session.

Hourly wage: \$14.66

Peer Coach training and work will be offered online via Canvas and Zoom or in-person, depending on the COVID-19 situation on campus.

Core Responsibilities:

Supporting TRIO Programs (30%)

- Participate in weekly meetings with TRIO Student Success Coach and Peer Coach team members
- Participate in TRIO events, serve on student panels, assist with student recruitment tabling events, visit programs and classrooms, and market upcoming TRIO events
- Create and maintain content in TRIO Canvas page
- Assist with general customer service duties including scheduling student appointments, providing information about programs, answering questions and orienting visitors to program areas

Engaging and Interacting with TRIO Students (30%)

- Assist students in connecting to and navigating campus resources such as coaching, advising, tutoring, counseling, library services, financial aid, etc.
- Provide peer support and academic coaching and mentoring to TRIO students
- Assist with outreach to prospective and enrolled program participants
- Maintain a welcoming and supportive presence in program areas; take a proactive approach to engaging students, prompting conversation and answering questions
- Use a variety of methods to communicate and engage with students, including Canvas messages and announcements, discussion posts, phone calls and one-on-one and group conversations

Campus Leadership (30%)

- Attend student leadership training events and activities
- Develop and share leadership, coaching and mentorship skills through participation in ongoing trainings, events and activities
- Collaborate with other student leadership groups to promote and encourage student participation in campus community activities and events
- Represent TRIO at campus events and activities and participate in student leadership opportunities as available

Office-related duties (10%)

- Consistently check staff email account and read and respond to emails in a professional manner
- Track and document program participation and tasks
- Maintain confidentiality when working with student records and information
- Independently complete assigned tasks and projects
- Perform work-related duties in designated shared office space; use equipment including computers, phones, copy machines, scanners, office supplies, etc.

Minimum Requirements and Essential Skills

- Meets at least one TRIO eligibility requirement (first-generation college student, student with disability status, and/or income-eligible)
- Strong social and interpersonal communication skills or a strong interest in developing skills in these areas
- Demonstrated commitment to supporting individuals of all ethnicities, ages, backgrounds, abilities, and experiences
- Ability to consistently communicate with supervisors and staff
- Ability to work collaboratively and follow-through with independent tasks
- Comfort with using basic computer applications such as Microsoft Word, Power Point, and Outlook

Preferred Qualifications:

- Currently enrolled and active in TRIO
- Attended BTC for more than three quarters
- Experience with customer service
- Confidence with speaking in front of large groups
- Experience successfully working in a team environment
- Comfort with navigating BTC's online resources such as Canvas, myBTC Portal, Degree Audit, Financial Aid Portal, etc.
- Involved in BTC campus activities, student groups or leadership roles

Preferred Start Date: September 20, 2021