

Coordinator, Single Stop and Student Care Network  
Community College of Philadelphia

Direct Link: <https://www.AcademicKeys.com/r?job=262083>

Downloaded On: Sep. 27, 2025 1:57pm

Posted Sep. 4, 2025, set to expire Jan. 3, 2026

<b>Job Title</b>	Coordinator, Single Stop and Student Care Network
<b>Department</b>	All Jobs
<b>Institution</b>	Community College of Philadelphia Philadelphia, Pennsylvania
<b>Date Posted</b>	Sep. 4, 2025
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Professional Staff
<b>Academic Field(s)</b>	Administration - Student Affairs
<b>Apply Online Here</b>	<a href="https://www.click2apply.net/yz8jk2iwbNmVEiyleHWMj4">https://www.click2apply.net/yz8jk2iwbNmVEiyleHWMj4</a>
<b>Apply By Email</b>	
<b>Job Description</b>	

## Posting Details

### Position Information

Position Title: Coordinator, Single Stop and Student Care Network

Requisition Number: SCA00856

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### General Description

The Coordinator, Single Stop and Student Care Network in the Single Stop Office, is a pivotal role dedicated to enhancing student success by identifying and addressing barriers to academic achievement. The Coordinator will work directly with students, provide intensive case management, and facilitate/coordinate activities for students to promote academic success, address barriers to education and to develop and implement strategies that support students' academic, financial, and personal well-being. The Coordinator, Single Stop and Student Care Network will work collaboratively across departments to ensure comprehensive support services are effectively delivered and continuously improved.

### College Intro

*Success starts at Community College of Philadelphia. Innovators and difference makers work at Community College of Philadelphia. Diversity thrives at Community College of Philadelphia. We are a college that is committed to promoting a work environment that attracts and retains talented and diverse faculty and staff. We challenge each other and ourselves to achieve at the highest level while contributing to the mission of the College and the betterment of Philadelphia. We value and support an intellectually dynamic community to prepare our students for global citizenship. Join us and become a part of a community that has long been and will continue to be generators of generational chance in this city and beyond.*

*Community College of Philadelphia is an open-admission, associate-degree-granting institution which provides access to higher education for all who may benefit. Its programs of study in the liberal arts and sciences, career technologies, and basic academic skills provide a coherent foundation for college transfer, employment and lifelong learning. The College serves Philadelphia by preparing its students to be informed and concerned citizens, active participants in the cultural life of the city, and enabled to meet the changing needs of business, industry and the professions. To help address broad economic, cultural and political concerns in the city and beyond, the College draws together students from a wide range of ages and backgrounds and seeks to provide the programs and support they need to achieve their goals.*

### Specific Responsibilities

- Conduct thorough intake sessions (in-person, phone, or virtual) using the student's Single Stop Profile to evaluate students' needs in areas such as academics, finances, housing, food security, mental health, childcare, and legal issues.

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- Utilize standardized assessment tools to document challenges and prioritize support services.
- Implement proactive outreach strategies, leveraging data analytics and predictive tools to identify and support at-risk students early.
- Outreach to new profiles and contact incomplete profiles to complete.
- Serve as a liaison to internal departments, including (but not limited to): Counseling Services, Center on Disability, Counseling, Academic Advising, TRIO Student Support Services, Collegiate Recovery, Gender and Sexuality Resource Center, English Language Learner (ELL) Services, Career Connections, Student Engagement, Center for Male Engagement, KEYS Program, Athletics Department etc.
- Process applications such as SNAP, Medicaid, LiHeap.
- Refer students to external partners for housing assistance, legal aid, immigration services and other basic needs.
- Work with Director of Single Stop to maintain a centralized case tracking system in Single Stop Database to document and monitor student cases, ensuring all relevant staff can access and update information as needed.
- Manage a caseload of students with ongoing needs, tracking progress and ensuring completion of referrals.
- Schedule follow-up appointments, providing encouragement and accountability.
- Utilize case management software to document all interactions. Software such as Single Stop, Academic Works and Starfish.
- Adopt a student-centered approach by involving students in creating their support plans, empowering them, and ensuring their specific needs are addressed.
- Assist the Single stop Leadership with planning and executing interactive, student-centered events that promote campus services and provide stress relief (e.g., wellness fairs, "De-Stress Fest," resource pop-ups, therapy dog days).
- Collaborate with internal departments and community partners to co-host events that are fun, informative, and inclusive.
- Track participation, gather student feedback, and assist in assessing the effectiveness of events in promoting support services.
- Regularly collaborate with colleagues in student support offices.
- Attend weekly case review meetings with Single Stop and other support offices to coordinate care.
- Share trends and insights with leadership to improve services.
- Foster interdepartmental collaboration to provide comprehensive support, ensuring communication between areas.
- Host or support tabling events, workshops, and presentations that educate students on available

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resources.

- Coordinate department visits and events at regional centers, ensuring that representatives from various departments rotate through regional centers to reach students who can't access the main campus easily.
- Develop and distribute flyers, handouts, and digital communications about support services.
- Participate in orientation and First Year Experience programs to introduce support systems to new students.
- Assist with the implementation of strategies to make engagement opportunities easy and obvious, offering a wide range of accessible events aligned with students' curriculum.
- Recognize signs of student crisis or urgent need (e.g., homelessness, domestic violence, suicidal ideation) to immediately connect students to Counseling Services, Campus Safety, or external emergency partners.
- Use trauma-informed, empathetic communication.
- Assist with maintaining accurate records for internal and grant reporting.
- Contribute to quarterly reports demonstrating impact and areas of need.
- Ensure confidentiality and FERPA compliance.
- Assist leadership with the incorporation of engagement metrics into the departmental assessment and strategic planning, measuring factors such as attendance, attrition, graduation rates, and student feedback.

### Minimum Qualifications

- Bachelor's degree in a related field required.
- One to three (1-3) years of case management (or comparable experience) required.
- Strong verbal and written communication skills, with the ability to engage effectively with students, faculty, and external partners required.
- Excellent time-management and organizational abilities to handle multiple responsibilities and meet deadlines required.
- Ability to identify challenges and develop innovative solutions to support student success required.
- Comfortable working with diverse and vulnerable populations required.
- Proficiency in leveraging technology for case management and student engagement required.
- Event planning and creative engagement strategies experience required..
- Experience with trauma-informed care practices required.
- Familiarity with Philadelphia area social services.
- Demonstrated experience integrating and using technology in the delivery and assessment of programs, services and activities, as well as using technology as a tool for collecting, analyzing

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and reporting data required.

**Preferred Qualifications**

- Masters degree preferred.
- Three to five (3-5) years of case management (or comparable experience) preferred.
- Bilingual or multilingual abilities preferred.

Work Location: West Regional

**Benefits Summary**

**Benefits:**

*"Success Starts Here" at Community College of Philadelphia. We recognize that our success as a college and the success of our students starts with our employees. Our employees are vital to our success. Our total compensation package includes a comprehensive offer of benefits that are unrivaled by most.*

**Full-time faculty and staff benefits include:**

- College-paid medical, dental, drug, life and disability insurance
- Tuition remission (for classes at the college)
- Forgivable tuition loan (for classes at any accredited academic institution)
- 403(b) retirement plan with 10% College contribution with employee contribution 5%
- Flexible spending accounts
- Paid vacation, holiday and personal time
- Partial remote work schedule for remote work eligible positions

**Additional College benefits:**

- Winter break: 1 week around the third week in December and New Years
- Spring Break: 1 week in March
- Summer Hours: 4-day work week (closed on Fridays) from the 2nd week in May through the 3rd week in August

For More information about the College benefits and eligibility based on employee class, please visit:  
<https://www.myccp.online/human-resources/benefits-eligibility>

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Salary Grade or Rank: 2

Min Salary/Hourly Rate: \$47,389

Max Salary/Hourly Rate: \$78,192

Job Posting Open Date: 08/26/2025

Type of Position: Administrator

Employment Status: Full-Time

**Special Instructions to Applicants**

**Interested candidates should complete an online application.**

- Cover Letter of interest and resume required.
- Name and contact information of 3 references required.
- Employment offers are contingent upon successful completion of background checks in accordance with PA Child Protective Services Law.
- Must be legally eligible to work in the U.S.

*Community College of Philadelphia is an equal opportunity employer and does not discriminate on the basis of race, sex, sexual orientation, gender identity, religion, color, national or ethnic origin, age, disability, status as a Vietnam Era Veteran or disabled veteran or any other status protected by law, in matters pertaining to employment.*

## Supplemental Questions

Required fields are indicated with an asterisk (\*).

1. \* How did you hear about Community College of Philadelphia?
  - CareerBuilder.com
  - HigherEdJobs.com
  - LinkedIn
  - The Chronicle
  - Veterans Job Fair
  - Professional & Technology Diversity Career Fair
  - AL DIA - Diversity Career Fair
  - Community College of Philadelphia Website
  - Indeed.com

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- Other

2. \* If your answer to the above question is Other, please note the source below. If this question does not apply to you, enter N/A.

(Open Ended Question)

3. \* What is the highest level of education you have completed?
- No Response
  - High School/GED
  - Associates Degree
  - Bachelor's Degree
  - Master's Degree
  - Doctorate
  - Other
4. \* Do you have 1-3 years of case management (or comparable experience)?
- Yes
  - No
5. \* Are you bilingual or multilingual?
- Yes
  - No

## Documents Needed to Apply

### Required Documents

1. Curriculum Vitae
2. Resume

### Optional Documents

1. References

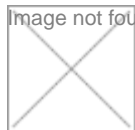
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**Contact Information**

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

**Contact** Abby Ametrano Aametrano@ccp.edu  
All Jobs  
Community College of Philadelphia

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