RANCHO CIELO
Building Skills, Transforming Lives.

Job Title: Student Support Specialist

ABOUT RANCHO CIELO

Rancho Cielo is a non-profit organization dedicated to transforming the lives of underserved and at-risk youth by providing education, vocational training, counseling, and life skills development. In partnership with John Muir Charter School, we support students in earning their high school diploma while preparing them for success in their careers and lives.

POSITION SUMMARY

This position combines the relationship-centered case management responsibilities of the Program Coordinator role with the intensive student support and retention functions of the Student Support Specialist role. The incumbent coordinates program operations, develops individualized success plans, manages student caseloads, conducts barrier assessments, connects youth to resources, and supports academic achievement, employment readiness, life skills development, and program completion. This position serves as a key liaison among students, instructors, John Muir Charter School staff, families, employers, and community partners.

EMPLOYMENT CLASSIFICATION: Non-exempt, Full-Time

PAY RANGE: $ 31.20 - $34.00

SUPERVISION RECEIVED AND EXERCISED

- Reports to the Student Services Director

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

• Maintain a caseload of students and provide intensive case management and coaching.
• Conduct intake assessments, develop individualized success plans, and monitor progress toward educational, employment, and personal goals.
• Coordinate program activities, student services, recruitment efforts, workshops, trainings, field trips, and special events.
• Facilitate multidisciplinary team meetings and implement intervention strategies.
• Identify barriers to success and connect students with housing, transportation, healthcare, mental health, legal, and workforce resources.
• Track attendance, retention, academic performance, and program outcomes.
• Accompany students to appointments, court hearings, and community resource meetings when approved.
• Provide crisis intervention, conflict resolution, and ongoing student advocacy.
• Develop employment readiness skills including resumes, applications, interviewing,

workplace professionalism, and career planning.
• Maintain accurate case notes, grant documentation, reports, and data entry.
• Build and maintain strong partnerships with employers, schools, government agencies, and community organizations.
• Ensure compliance with confidentiality requirements, grant regulations, and organizational policies.
• Assist with afterschool programming and other student engagement activities.
• Supervise volunteers, interns, and assigned staff as needed.
• Participate in professional development and maintain required certifications.

QUALIFICATIONS AND REQUIREMENTS:
• Advanced case management and youth development practices.
• Trauma-informed care, motivational interviewing, and crisis intervention techniques.
• Strong leadership, organization, public speaking, and relationship-building skills.
• Ability to work effectively with at-risk and underserved youth.
• Strong report writing, documentation, and data management skills.
• Ability to maintain professional boundaries and exercise sound judgment.
• Proficiency in Microsoft Office and case management databases.
• Bilingual English/Spanish preferred.

EDUCATION AND EXPERIENCE:
Any combination of education, training, and experience that provides the required knowledge and abilities qualifies. A typical way to obtain these qualifications would be:

- Bachelor's degree in social work, Psychology, Sociology, Counseling, Education, Criminal Justice, Communications, Liberal Arts, or a related field required.
- Master's degree preferred.
- Minimum five (5) years of progressively responsible experience working with at-risk youth, case management, counseling, workforce development, education, or related human services programs.
- Experience coordinating programs, managing outcomes, and building community partnerships are strongly preferred.

CERTIFICATIONS & REQUIREMENTS:

- Valid California Driver License with acceptable driving record.
- Ability to obtain and maintain required certifications including Mandated Reporter training and other program-specific certifications.

WORK ENVIRONMENT & PHYSICAL REQUIREMENTS:

- **Work is performed in offices, classrooms, workshops, outdoor campus areas,** and community settings.
- Regular interaction with youth who may be experiencing crisis, conflict, or significant barriers.
- Local travel is required for appointments, court hearings, employer visits, field trips, and community meetings.
- Occasional evening and weekend work may be required.
- May encounter noise, dust, heat, cold, uneven terrain, and active vocational-training environments.
- Must follow applicable safety, confidentiality, and emergency-response procedures.

- Ability to remain seated or standing for extended periods and move throughout campus and community locations.
- Ability to walk on stairs, uneven terrain, and outdoor surfaces.
- Frequent use of computers, phones, and other standard office equipment.
- Ability to communicate effectively in person, by phone, and electronically.
- Ability to drive or travel locally to off-site locations.
- Ability to occasionally lift, carry, push, or pull up to 25 pounds.
- Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

To apply: Please apply through Indeed:
https://ranchocielo.bamboohr.com/careers/112?source=aWQ9MzA%3D

EQUAL OPPORTUNITY
Rancho Cielo is an equal-opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

THE ABOVE DECLARATIONS ARE NOT INTENDED TO BE AN "ALL-INCLUSIVE" LIST OF DUTIES AND RESPONSIBILITIES OF THE JOB DESCRIBED OR OF THE SKILLS AND ABILITIES REQUIRED TO PERFORM THE JOB. RATHER, THEY ARE INTENDED ONLY TO DESCRIBE THE GENERAL REQUIREMENTS OF THE JOB.

Name (Employee): _____ **Date:** _____

Signature (Employee): _____ **Date:** _____