

Job Description

Position Title: Coordinator, Correctional Education Program

Job Family: Instructional Support

Job Type: Professional - Entry

FLSA Status: Exempt

Salary Grade: 05

Position Summary:

The Correctional Education Program Coordinator serves as a resource for incarcerated learners navigating Pima Community College and provides programmatic support to incarcerated student education programs. The Correctional Education Program Coordinator is a resource specialist in multiple areas of student services and programming. The Correctional Education Program Coordinator independently provides in-person services to incarcerated learners and responds to learner and partner inquiries via all modalities. The Correctional Education Program Coordinator involves close coordination between the PCC prison staff, instructors, various College departments, and correctional facility staff. The Correctional Education Program Coordinator coordinates services in both the state and federal Prison systems.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Promotes programs and supports the departmental leadership by facilitating daily operations and incarcerated learner services within contracted prison facilities
2. Performs program enhancement, guidelines, goals, objectives, and activities. Analyzes and reviews program statistics, and needs; develops plans for program improvement.
3. Processes, monitors, and analyzes data to ensure accuracy and compliance: and researches and compiles reports and correspondence.
4. Provides services to incarcerated learners and the general public by responding to a variety of inquiries, prioritizing student service requests, and resolving student services concerns.
5. Coordinates, manages, and monitors a variety of student service functions. Solves complex problems impeding incarcerated student enrollment and retention.
6. Provides direct service to incarcerated students via in-person meeting, secure LMS messaging, and communication with corrections staff regarding academic programs, policies, and procedures.
7. Advises students on policies, procedures, and processes pertaining to multiple functional areas, in collaboration with the Academic Divisions and multiple PCC Departments. Makes recommendations according to guidelines for academic advising and financial aid.
8. Facilitates new student enrollment, guides in navigation of graduation requirements, and assists with exit counseling and community re-entry preparations. Conducts incarcerated learner mock interviews, resource fairs, reentry simulations.
9. Serves as a resource for students in completing various forms and applications; supports students with staying in compliance with college policies and procedures while abiding by prison policies and security

measures; and maintains confidential student records in compliance with Family Educational Rights and Privacy Act (FERPA) and prison policies.

10. Maintains records and develops reports and documents for PCC, ADCRR, BOP, and other partners. Shares with partners, attends briefings, and substitutes for Advanced Program Manager when necessary.
11. Completes and utilizes specialized training and continuing education to maintain safety while functioning independently in the corrections environment, with in-person contact with incarcerated learners.
12. Collaborates with ADCRR, BOP, PCC faculty, staff, department heads, administrators, and community partners.
13. Creates and edits accreditation and regulatory applications and exhibits. Works with national associations to maintain and apply up-to-date knowledge of regulations and best practices for incarcerated education programming.
14. Implements operational procedures, forms, and processes in coordination with the District Office specifications and other campus departments. Makes recommendations for process changes and improvements as needed to accommodate prison operations.
15. Troubleshoots Lantern Learning Management System and secure office suite applications for use by students, staff, and faculty. Coordinates with incarcerated learners, ADCRR, and Secure LMS contractors to ensure incarcerated learners have operational tablets, applications, and supplies.
16. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of related regulatory compliance principles and practices.
2. Knowledge of business management and fiscal practices.
3. Knowledge of administrative procedures and practices.
4. Knowledge and application of organizational and time management principles.
5. Knowledge of prison settings and security principles and practices.
6. Skill in analyzing data and drawing conclusions.
7. Skill in effective communication (both written and oral).
8. Skill in problem solving.
9. Skill in positive, productive and flexible customer service.
10. Skill in organization, coordination and project management.
11. Skill in performing a variety of duties, often changing from one task to another of a different nature.
12. Ability to develop and maintain effective and positive working relationships.
13. Ability to develop rapport and maintain professional and appropriate relationships.
14. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results.
15. Ability to apply effective and accurate data entry and typing skills.
16. Ability to apply effective written and verbal communication skills.

Supervision:

- Supervises work of others, including planning, assigning, and scheduling work, reviewing work, and ensuring quality standards, training staff, and overseeing their productivity, and signing employee(s) performance evaluation. May have responsibility for making decisions on hiring, termination and pay adjustments.

Independence of Action:

- Results are defined and existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- **Organizational Culture:** Provides an opportunity to impact the organizational culture of Pima Community College by both acknowledging the College's past and helping to chart its future.
- **Student Success:** Allows the opportunity to support student success as well as improve access and retention.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Bachelor's degree in related field of study required.
 - Master's degree in closely related field of study preferred.
 - Up to One (1) year of related program experience required.
 - One (1) to Three (3) years of related experience preferred.
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in an standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to move, position, and/or transport objects of light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information.

- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Some evening and weekend work hours
- Pre-employment Background Check Required
- Valid AZ Driver's License