

Position: Navigator (Full-time)

Classification: Non-exempt

COMPENSATION RANGE: \$50,000 - \$60,000

BENEFITS:PTO; medical, dental and vision plans; retirement plan

Organization Description: FutureMakers Coalition has a bold goal – to transform Southwest Florida’s workforce by increasing the proportion of working-age adults with credentials beyond a high school diploma (degrees, workforce certificates, industry certifications, and other high-quality credentials) to 55%.

FutureMakers Coalition is committed to changing the education and workforce systems across the five-county (Hendry, Glades, Charlotte, Lee, and Collier counties) region to improve outcomes and increase resiliency for all. The Coalition is a nearly 7-year-old network of over 250 active partners and 140 cross-sector organizations. The Coalition combines the blueprint of the Sustainable Development Goals (SDG(s), the Collective Impact Model, and the CivicLab Stakeholder Engagement Process (SEP) to change relationships to achieve local-level outcomes that are aligned with global goals. Working along the cradle-to-career talent pipeline, the Coalition earned a prestigious Talent Hub designation from Lumina and Kresge Foundation making it one of 26 national exemplars in efforts to achieve significant social change at the regional level. With a focus on removing barriers, our priorities are the most at-risk traditional-age students, adults with some college but no degree, and adults with no educational experience beyond high school.

FutureMakers Coalition is part of Collaboratory, which provides backbone support for the network. The Coalition’s goal and work is deeply embedded in Collaboratory’s commitment to coordinating the solving of every major social problem in Southwest Florida in the next 18 years. Not one of them, but all of them, from hunger to illiteracy, racism to mental illness, isolation to injustice and the others, recognizing that they are all integrated, and that to solve any one of them you must address all of them, together, holistically, with a highly integrated approach. And recognizing, from experience, that any siloed approach on any single issue will fail.

POSITION DESCRIPTION:

Navigators will serve as guides to our program participants, helping them understand their postsecondary options, and create and follow a plan to earn a credential beyond high school whether they have experience in education post-high school or not.

Navigators will work closely with advisors and students, financial and enrollment services personnel at our partner adult education programs, technical schools, colleges, and universities to help students succeed.

Navigators will support students from initial inquiry through graduation using in person and technology-supported communication.

Navigators must be committed to promoting student success to improve the economic and civic well-being of individuals and communities. In addition to the skills and strengths that would make a candidate effective at the duties described below, a successful candidate would have aligned values of servant leadership and systems thinking.

RESPONSIBILITIES:

1. Motivate adults to complete their post-high school education.
2. Provide advising, support, assistance, follow-up, and referrals to returning students, working in collaboration with partners.
3. Support individuals with goal setting, career planning, entry and enrollment, college affordability and financial aid, and college transition.
4. Guide individuals through financial aid application process, including financial aid appeals, verification, etc.
5. Initiate and maintain a high volume of email and phone contact with prospective and current students, including cold calls, outreach, and follow-up.
6. Use a client relationship management (CRM) system (Salesforce) to capture data, track student advising, monitor client progress, and manage and monitor self and team workflow.
7. Make presentations at workshops and participate in workshop development.
8. Coordinate and execute promotional/recruitment events.
9. Participate in community events as a representative of FutureMakers Coalition
10. Maintain security and confidentiality of student record information and use for data system input; understand FERPA guidelines policies regarding privacy, security, and sharing of student-related information.
11. All other duties as assigned (10%).

MINIMUM QUALIFICATIONS:

1. Experience navigating and completing a post-high school credentialing program is valuable in this work. With that in mind an associate degree is required. A bachelor's degree would be useful; However, 1 – 3 years experience working in a field or related area will be considered in lieu of a degree OR if you have personal experience that you feel makes you perfect for this job, we would love to hear from you.
2. Self-directed and motivated starter with a positive attitude, able to work independently while functioning well as part of a team.



Ability to work in a fast-paced environment.

Effective verbal and written communication skills in phone, texting, emailing and virtual meetings.

Experiential or professional understanding of academic and non-academic issues surrounding adult learners and specifically adult college students.

Some understanding of college admissions, academic advising, transcript analysis, and financial aid as they pertain to adult students.

Ability to provide advising to adult students and encourage outcomes-directed solutions.

Knowledge of the Southwest Florida (Hendry, Glades, Charlotte, Lee, and Collier counties) region, community-based organizations, and organizations in the region related to educational attainment and student success preferred.

Skilled in interpersonal relationships, especially with building and maintaining collaborative partnerships and making individuals feel welcomed and valued regardless of their circumstance. Commitment to promoting student success to improve the economic and civic well-being of individuals, their families, and communities. Highly skilled in the utilization and functions of Microsoft Office Products and web platforms. Advising, client/case management experience is a plus.

OTHER INFORMATION: To accommodate the busy schedules of our clients, this position will require you to work outside traditional business hours of 8AM-5PM. This could range from evening/weekend presentations and recruitment to arranging your schedule to work non-traditional hours regularly. This is a hybrid position that gives you the flexibility to work from home but will require being out in the communities to meet with potential clients and key community stakeholders.

GRANT FUNDED POSITION: This position is currently grant funded. The current grant that supports this position **expires November 30, 2027**. While no assurances can be provided for future funding beyond this initial grant, FutureMakers Coalition routinely pursues and receives funding from grant and non-grant sources and will make every attempt to sustain this position beyond the term of the initial grant.

AVAILABILITY: Interviewing will start immediately and continue until the positions are filled. Please email a cover letter and resume with a subject line of "Application for FutureMakers Coalition Navigator" to hr@collaboratory.org

SCENARIO: You are a FutureMakers Coalition Navigator. You identified a 30-year-old man in who started a degree in Engineering at Florida Gulf Coast University. His mother worked on and off and his father was an auto-mechanic. Neither had a degree. He was not sure what he wanted to do but went to college out of high school because it was what he felt he was supposed to do. He picked Engineering because he had to pick a major and knew he liked working with his hands



but did not get the best grades and dropped classes here and there. After a year, he quit school because he found a job in sales and needed to make money to support his family. Now he has 2 school-age children. His wife completed school and is working as a Certified Nursing Assistant. Due to the pandemic, he has lost his job in sales and is working odd jobs to make ends meet. He is interested in getting a credential to find a better-paying, stable career but is nervous about returning to school after so many years and worries it will be too expensive. Please describe how you would approach the situation to help him in 750 words or less.

Collaboratory provides equal employment opportunities to all employees and applicants for employment in all job classifications without regard to race, color, religion, age, mental disability, physical disability, medical condition, gender, sexual orientation, genetic information, ancestry, marital status, national origin, veteran status, and other classifications protected by applicable state and local non-discrimination laws. Collaboratory is an EOE and participates in the Federal E-Verify program.

