



Amman, Jordan Resident Coordinator - Student Services Job Description

Location: CIEE Study Center University of Jordan

Appointment: 30-35 weekly office hours, plus participation in emergency on-call rotation, orientation and special events.

Reports to: Student Services Manager / Resident Director

This person is accountable for providing excellent support and direct service to students in the form of short term counseling, crisis intervention and referral. This position also serves as a consultant to other Resident staff and Academic staff at all CIEE Programs, in support of student emotional and behavioral wellbeing. Specific duties include management of student services for undergraduate programs, emergency response, class attendance, as well as assisting with the planning and delivery of orientation and evaluation, reviewing and editing program materials, and general advising of students on various aspects of student experience in Jordan. In addition this position is to make sure that students comply with relevant laws and program policies and standards.

Qualifications:

Required:

- Bachelor's Degree in counseling, social work, psychology, education or other closely related field preferably from US Institution
- 1-3 years' work experience in counseling adults, especially Americans.
- Fluency in English and in Arabic
- Excellent organizational skills
- High degree of personal initiative and motivation
- The ability to work independently and as part of a team. Respect for confidentiality
- Excellent interpersonal skills.
- Intercultural awareness and ability to work with people from diverse cultural backgrounds.
- Understanding of codes of confidentiality and the ability to manage situations with compassion and discretion.

Preferred:

- Master's degree
- Experience in study abroad or similar educational programs.
- Working knowledge of NGO and International organizations in Jordan

Responsibilities:

1. Student Services

- 1.1. Offers support and guidance to students dealing with issues relating to culture shock, intercultural adjustment, homesickness, and other forms of stress related to study abroad.
- 1.2. Provides direct service in the form of short term counseling, crises intervention and referral for students experiencing personal, cultural problems that interfere with their academic pursuits.
- 1.3. Advises students on mental and physical health concerns including assisting them identifying appropriate care locally.
- 1.4. Consults with students, staff, and parents on student issues.
- 1.5. Respond to emergency and non-emergency situations with Resident Director and Resident Staff to ensure overall student health and wellness.
- 1.6. Working with Resident Director on emergency preparedness – communication, drills, general updates, and emergency response.
- 1.7. Provide students with advice and guidance on cultural issues.
- 1.8. Work with Resident Director on student compliance with polices.

2. Program Administration

- 2.1. Work with Resident Director and Resident Staff on the delivery of program events such as orientation, evaluation, group meetings and special events for academic year participants.
- 2.2. Manage emergency communication phone list, ensuring weekly updates of student telephone numbers made and distributed to staff.
- 2.3. Assist in the development and delivery of student orientation; including on-line orientation.
- 2.4. Work with Resident Staff on improving means of student outreach and communication.
- 2.5. Identify local opportunities for cultural immersion, extra-curricular and volunteering for students, and promote them through different methods of student outreach.
- 2.6. Identify and establish communication with local health care providers to ensure students receive prompt, professional care.
- 2.7. Manage student travel forms, reviewing forms for accuracy, completion and compliance, entering forms in weekly travel-tracker and disseminating to all staff every Thursday. Advising students when forms are incomplete or inaccurate.
- 2.8. Troubleshooting and planning for continuous improvement of existing programs

3. General

- 3.1. Drafting and distribution of monthly program newsletters.
- 3.2. Contributing to social media outreach via Facebook and twitter accounts established for the program.
- 3.3. Other duties and responsibilities assigned by the Resident Director as needed

Eligible applicants should forward: a detailed curriculum vitae with a covering letter explaining their interest in the position to the following e-mail address: AFrontdesk@ciee.org, or fax # +962-6-5341271.