

College Success Coach

Position Type: Full-time | Location: Detroit, MI | Compensation: Salary commensurate with experience.

Michigan Hispanic Collaborative (MiHC) is hiring an excellent, mission-driven College Success Coach to support MiHC college students through the moments that matter: persistence, graduation, internships, and early career launch. This role is for someone who brings both heart and discipline: a relationship-builder who is organized, proactive, culturally responsive, and accountable for outcomes.

About MiHC and Everything to Win

MiHC exists to economically empower first-generation students and young professionals by helping them build the knowledge, relationships, confidence, and support needed to move from aspiration to opportunity.

Everything to Win (ETW) is MiHC's postsecondary decision-making infrastructure. ETW helps students recognize their strengths, understand their options, build critical competencies, and make informed decisions about life after high school, including college, credentials, training, military or service, career pathways, and employment with advancement potential.

ETW is not a single class, workshop, coaching program, or handoff. It is a structured, team-based model that connects classroom learning, coaching, family engagement, post-secondary planning, college success, future pathways, career exposure, and long-term economic mobility. MiHC is building a consistent, scalable, outcomes-focused model grounded in purpose, clarity, and follow-through.

How We Work: One Team

No part of the student journey is outside the work. If a student's decision, barrier, or next step affects their future, it belongs to the team. This does not mean every person does every task. It means every team member understands the full student journey, makes warm handoffs, communicates across roles, and does not treat student barriers as someone else's problem.

About the Role

The College Success Coach works with MiHC students who are enrolled in college and supports them from college entry through graduation and early career. The Coach helps students navigate academic, financial, social, emotional, and career-related barriers so they can stay enrolled, graduate, and convert their education into meaningful employment and economic mobility.

This role requires proactive outreach, strong systems navigation, and the belief that college students should not have to figure everything out alone. The Coach works closely with College Access Coaches, Future Pathways Coaches, ILEs teaching seniors, the ETW team, families/caregivers, college advisors, financial aid offices, career offices, mental health professionals when appropriate, faculty, student support staff, Hispanic professional organizations, employer partners, and community partners so students receive coordinated, consistent support from enrollment through early career.

The College Success Coach primarily serves college students but must stay connected to the full ETW student journey so high school-to-college handoffs are strong, student needs are visible, and lessons from college persistence inform how MiHC prepares future cohorts.

The Kind of Coach We Are Looking For

Students already bring talent, culture, intelligence, resilience, and ambition. They do not need one more adult telling them to work harder. They need a coach who will help them navigate complex systems, read the bill, renew FAFSA, contact the advisor, use campus resources, prepare for internships, engage the career office, and keep moving when college becomes overwhelming.

The right person is resourceful, accountable, curious, culturally responsive, and persistent. This is not "good intentions" work. It requires trust, execution, organization, data discipline, and the ability to own outcomes while operating as part of a team.

What You Will Do

- Coach MiHC college students one-on-one as they navigate persistence, degree progress, academic advising, course registration, financial aid renewal, scholarships, billing issues, and campus resources.
- Maintain consistent, proactive contact with students and intervene early when students are disengaging, struggling, or at risk of stopping out.
- Help students understand degree requirements, academic plans, satisfactory academic progress, financial-aid implications, affordability, work hours, and tradeoffs that affect persistence.
- Support FAFSA renewal, scholarship renewal and applications, financial-aid documentation, verification when needed, and conversations about unmet need, debt, and payment barriers.
- Coordinate with college advisors, financial aid offices, career offices, faculty, student success offices, mental health professionals when appropriate, and other campus partners to help students access support.
- Support sophomores and juniors in securing internships, career exposure, professional networks, employer connections, and professional development opportunities.
- Support graduating college seniors with resumes, interview preparation, career office engagement, job search, employer connections, and early career transition.
- Connect students to Hispanic professional organizations and networks such as ALPFA, SHPE, employer resource groups, and other partners that can provide mentorship, internships, professional exposure, and career connections.
- Coordinate with ETW, ILEs teaching seniors, College Access Coaches, Future Pathways Coaches, families/caregivers, and partners to strengthen the student handoff from high school to college and from college to early career.
- Track student progress toward persistence, FAFSA renewal, scholarship completion, internship participation, graduation, employment, and other key milestones; maintain accurate, timely records and use data to prioritize outreach.

What You Bring

- Mission-driven commitment to educational equity, economic mobility, college persistence, and early career success.
- Bachelor's degree required.
- Experience in college success, advising, career services, higher education, counseling, youth development, nonprofit programming, student success, case management, or related work strongly preferred.
- Experience working with first-generation students, low-income students, Latino students, immigrant families, multilingual families, and/or students from under-resourced communities.

- Working knowledge of college persistence issues, including FAFSA renewal, scholarships, financial aid, academic advising, degree planning, campus resources, internships, and career readiness.
- Strong relationship-building and clear communication with students, families/caregivers, college personnel, school staff, employers, and partners.
- Excellent organization, diligence, and follow-through across multiple students, institutions, deadlines, documents, and priorities.
- Comfort using data systems, spreadsheets, student trackers, and technology tools.
- Ability to work independently while operating as part of a coordinated team.

Strongly Preferred

- Spanish-English bilingual ability.
- Experience working in or with colleges and universities.
- Experience with FAFSA renewal, financial-aid navigation, scholarship support, and student persistence.
- Experience with career advising, internships, employer engagement, job placement, or workforce development.
- Experience building relationships with professional organizations, especially ALPFA, SHPE, Hispanic chambers, employer resource groups, or similar networks.
- Familiarity with Detroit, Southwest Detroit, Grand Rapids, Wyoming, Michigan colleges, and universities, or MiHC communities.
- Personal or professional connection to first-generation, Latino, immigrant, or under-resourced communities.

Core Competencies

Relationship-centered coaching; cultural responsiveness; high follow-through; clear communication; strong organization; student advocacy; campus systems navigation; family partnership; career readiness coaching; deadline management; problem-solving and resourcefulness; team collaboration; data-informed practice; outcome ownership; curiosity and continuous improvement; calm, steady presence under pressure.

What Success Looks Like

Students experience MiHC as one coordinated team and leave each interaction clearer, more confident, and better supported.

- Students stay enrolled, renew FAFSA and scholarships on time, and understand the academic and financial steps required to persist.
- Students use campus resources before challenges become crises, including advising, tutoring, financial aid, career services, mental health support, and emergency resources when needed.
- Sophomores and juniors pursue internships, professional exposure, and career-building experiences before senior year.
- Graduating seniors engage the college career office, professional networks, and employer connections to secure jobs aligned with their degree, strengths, and long-term goals.
- Students build confidence, self-advocacy, and the ability to navigate college and early career systems.
- Handoffs are warm and coordinated, data is accurate, follow-up is consistent, and the team learns what is working.

Role Fit

This role is for a proactive, detail-oriented coach who does not wait for students to come to them. The strongest candidates follow up, problem-solve, communicate clearly, and help students keep moving with dignity and confidence. They understand that persistence is built through relationships, systems, data, follow-up, and coordinated support. They also understand that career support begins before graduation and that college success includes the transition into early career.

Why This Work Matters

MiHC's promise is that students should not have to navigate complicated systems alone. Through Everything to Win, students build the competencies, confidence, and support they need to make informed decisions about life after high school. The College Success Coach helps students keep acting on those decisions once they are in college: renewing aid, using campus resources, persisting through challenges, building professional networks, securing internships, graduating, and launching into early careers.

The College Success Coach helps ensure that talent translates into opportunity.

How to Apply

Please email your resume and a short, role-specific statement of interest to openroles@mihc.org. Selected candidates will be contacted for a screening conversation.

MiHC is an equal opportunity employer and encourages applications from candidates whose lived and professional experiences reflect the communities we serve.