

Scholar Success Manager

Organization Overview

MERIT Health Leadership Academy is a non-profit organization working to ensure that tomorrow's health workforce will mirror the diversity of the communities it serves. MERIT's mission is to educate and empower students from underrepresented backgrounds to become health professionals and change agents who advance equity. In pursuit of this mission, MERIT provides cohorts of scholars Saturday classes throughout the school year, summer internships in hospitals, research laboratories and community health settings, individualized college admissions guidance, and longitudinal mentorship, through high school, college, and beyond. Throughout high school, MERIT Scholars become a family, united by their desire to create equity in health care and more. This year the program will serve almost 300 high school students and alumni. The program has grown rapidly over the past several years because it produces results. Over the past seven years 99% of MERIT Scholars have been accepted to 4-year universities, many with large scholarships. For more information, please visit our website at www.meritbaltimore.org.

Job Summary

The Scholar Success Manager (SSM) is responsible for holistic scholar support including preliminary and current high school scholars. This support will come in the form of scholar communication, motivation for scholar achievement, advising, and social support. In addition to providing direct support, the SSM will also track, monitor, and handle retention, attendance, and disciplinary actions, as well as, college application and matriculation counseling.

Key Responsibilities

Scholar Support

- **Scholar Communication:** The SSM will manage individual communication channels, ensuring that all MERIT scholars receive meaningful group and individual touchpoints. The SSM will communicate with scholars via phone call, text message and/or email on a consistent basis. The SSM will increase engagement and provide meaningful in-person and virtual touchpoints.
- **Scholar Culture and Achievement:** The SSM will work to ensure that all current scholars are reaching their college, course, and internship goals, and upholding MERIT core values at the highest level. The SSM will leverage staff members, mentors, families and school partners to ensure that scholars reach these goals.
- **Retention, Attendance, and Disciplinary Actions:** The SSM will monitor, track, and handle attendance and retention to ensure scholars are actively engaged in programming. SSM will also identify necessary cases and initiate disciplinary actions and subsequence including but not limited to managing PIPS, ensuring that no scholar falls through the crack.
- **Individualized Scholar Support**
 - **Holistic Support:** When scholars and/or families need additional support beyond MERIT's core programming, the SSM will directly help them access outside resources related to housing/utilities assistance, mental health counseling, transportation, etc.
 - **Individual Scholar Advising:** The SSM, will serve as an advisor for 15-20 scholars each year. With the SSM having an increased advisory load.

- **Personal/Social Support:** When individual scholars need support beyond MERIT's core programming, the SSM will work with scholars individually, identifying and helping navigate resources to ensure scholar success.
- **Narrative of Support:** While support is offered to scholars, the SSM will ensure an accurate narrative and records are kept regarding support needed and given to scholars.
- **Database Management:** The SSM will update the Scholar Support Database weekly and will provide updates and report outs at team department meetings. The SSM will ensure that all data is uploaded from necessary contributors by sending reminders and deadlines for data to be inputted and analyzed.

Scholar Recruitment and Selection

- **Scholar Recruitment:** The PM will be responsible for recruiting at least 100 qualified scholar applicants for the 10th grade program and at least 60 qualified applicants for the 9th grade program. This will be done through consistent communication with school partners, individual scholars and families, social media marketing, leveraging outreach partners and managing older MERIT Scholars as recruiters at their schools. The intention is for many of the 10th grade applicants come from the 9th grade program. The Scholar Support Coordinator will support the SSM throughout the recruitment process.
- **10th Grade Selection:** The PM will implement a rigorous selection process for MERIT's 10th grade program each fall, which includes an online application and a three-week in person "try out." The Scholar Support Coordinator will support the SSM throughout the selection process.
- **9th Grade Selection:** The PM will manage the streamlined selection process for MERIT's 9th grade program each spring by reviewing and rating online applications.
- **Early Recruitment:** Leverage partnerships with middle school programs to create an early pipeline of applicants for MERIT's 9th grade program.

School and Program Partnerships

- **High School Partnerships:** The PM will strengthen MERIT's efforts to partner with school administrators, teachers, and counselors to create better alignment between the work of the school and MERIT programming. These partnerships will also be vital for scholar recruitment. The PM will be the main point of contact for school administrators, teachers, and counselors.
- **Baltimore City Schools Central Office Partnership:** The PM will work in tandem with MERIT's Executive Director to liaison with Baltimore City Schools Central office to better align MERIT programming to school system priorities and to streamline scholar recruitment.
- **Middle School Program Partnerships:** The PM will help develop and maintain partnerships with middle school STEM and advanced academic programs such as Ingenuity, UMB CURE, and Higher Achievement.

Community Engagement and Community Health Internship

- **Community Engagement:** The SSM will be responsible for the overall community engagement strategy and roll-out (individually and collectively), ensuring that all scholars have exceeded the 75 hours of community service minimum for graduation and have adequate documentation tracking their service hours. The SSM will ensure community engagement objectives are met.
- **CHI Internship Fair:** The SSM will secure CHI host-sites and co-plan the CHI Internship Fair in

late Spring. The SSM will oversee all logistics and operations associated with the day.

Event Planning

- **10th Grade Induction:** Under the vision of the Director of High School Success, the Scholar Support Manager will plan the 10th grade induction and ensure that all induction requirements have been met and scholars are in good-standing with MERIT Health Leadership's standards of excellence and commitment. The SSM will oversee all logistics and operations associated with the day.
- **CHI Internship Fair:** The SSM will secure CHI host-sites and co-plan the CHI Internship Fair in late Spring.
- **Community Service:** The SSM will oversee all community service events and will oversee all logistics and operations associated with those events

MERIT Team Support

- **Miscellaneous:** The SSM will work with program team staff and development and operations staff to support all activities related to scholar success. The SSM will also support other duties as assigned.

Technical Qualifications

- Teaching and Scholar Support Experience
 - Minimum of two years of experience working in education or another student support setting, required.
 - Experience teaching high school age students, preferred.
- Program Planning Experience
 - Experience planning curriculum, student advising or other educational programming plans, required.
 - Experience creating curriculum or program plans for high school or college age students, preferred.
- Technology Skills
 - Proficient in basic Microsoft Office Applications: Excel, Word, Powerpoint, required.

Additional Qualifications and Personal Characteristics

- Strive to embody MERIT's core values: Equity, Excellence, Growth, Ownership, and Family
- Demonstrated interest in issues that impact the education and health of under-served communities.
- Adept at managing a dynamic workload to meet deadlines and achieve goals.
- Willingness to develop professional skills and adapt to the organization's changing needs in a self-motivated manner.
-

Reporting Mechanisms

The Scholar Success Manager will report to the High School Success Program Director.

How to Apply

1. Gather together your resume and cover letter. Please save the attachments as *FirstName.LastName.Resume* and *LastName.LastName.CoverLetter*.
2. Your cover letter should highlight: 1) Your relevant experiences across the key functional areas of this role, 2) Your interest in MERIT's mission, 3) Your career aspirations and where this role fits into your career journey.
3. Apply by filling out the online application: <http://bit.ly/MERIT-Program-Staff-Application>. Indicate the position you are applying for as "Scholar Success Manager" from the application dropdown menu.

Hiring Steps:

1. **Zoom Interview:** If you are selected to proceed to the next step, you will be invited for a short zoom interview.
2. **In-Person Interview:** if you are selected to proceed to this step, a 2-hour in-person interview will be scheduled. You will be asked to provide some work samples in advance of the interview.
3. **Hiring Notification:** You will be notified of a final decision via email.

Contact: If you have any questions, please contact our Executive Director, Jimmy Tadlock at jimmy.tadlock@meritbaltimore.org