



Date: 2026
Position Title: Student Navigator
Division: Administration
Level: Level 4 Program Specialist
FLSA Status: Non-Exempt
Reports To: Director of Student Navigation and Success
Primary Office(s): Community College Partner Locations

Position Summary

We are hiring a total of 6 people for multiple locations; Bangor, Presque Isle, Auburn, Wells, Fairfield, Calais, and South Portland.

Candidates who have some, but not all of the requirements listed are encouraged to apply.

Higher Opportunities for Pathways to Employment (HOPE) and Parents as Scholars (PaS) serve participants ages 16 to 64 who are parenting, attending a post-secondary education or training program, and meet specific income criteria. Navigators assist participants in accessing the benefits provided by the HOPE and PaS Programs as well as provide wraparound supports that include connecting participants to resources needed to complete their education or training that leads to achieving employment goals.

The role of the HOPE/PaS Navigators is to play a critical role identifying and reducing obstacles that may otherwise impede participants' progress in, or threaten the completion of, their programs of study, using knowledge of gaps and needs faced by low-income student parents. Navigators act as a liaison between DHHS and participants of the HOPE and PaS programs, sharing critical participant information with the Department when necessary. Navigators provide direct support to participants to promote Persistence and Completion and to identify and provide direct assistance to participants to ensure gaps and needs are met.

Essential Functions

Outreach:

- Identify current students who may be eligible for and benefit from enrolling in the HOPE Program and provide prospective Participants with information on Program rules and applications.
- Contact HOPE referrals to provide information on Navigation services and determine if the Participant is interested in engaging with the Navigator.
- Contact all Participants monthly, at a minimum, for the duration of their enrollment in the HOPE Program to check-in and offer any support.
- Engagement:

- Meet with Participants who request Navigation services on an on-going basis and as frequently as is determined necessary by the Participant and Navigator
- Develop and retain a Student Success Plan (SSP), or similar plan, for Participants who choose to engage with a Navigator. The SSP should be the result of a thorough assessment and identify a plan with the Participant to reduce or eliminate gaps and needs to completing their program of study or training.
- Follow-up on Participant complaints, concerns, and absences

Support Services Coordination:

- Respond to Participants within 24-hours when a gap, need, setback, or threat to persistence becomes known and assist in resolving the issue.
- Refer Participants to HOPE or PaS Support Services, school resources, and community resources that can assist with mitigating the need.
- Act as a liaison between the HOPE Program and Participants, assisting with submitting accurate required documentation and following up to ensure supports are received.
- Support all Participants proactively.

Financial Aid Guidance and Support:

- Help Participants understand student bills, the cost of attendance, student fees, professional licensing fees, and unmet need.
- Assist Participants in completing the FAFSA as needed, and direct Participants to other sources of financial aid, grants, and scholarships.

Academic Planning:

- Support Participants with course selection/registration/course scheduling to assure students remain on track to complete their program of study and pursue the most efficient path to program completion.
- Coordinate meetings with Academic Advising, as necessary.
- Help Participants develop a class schedule that supports their various obligations.
- Advise Participants on time management and study skills.

Track Student Progress:

- Review all Participants' academic standing and progress in their training or education program using multiple sources of available information.
- Contact all Participants identified to be at risk of not persisting or completing, assess for any potential gaps and needs, and offer support to the Participant.

Career Exploration and Planning:

- Provide coaching, planning, and exploration to support Participants in identifying a career pathway and outline a plan for pursuing their chosen career.
- Connect Participants to internships, apprenticeships, and job shadowing opportunities that support their occupational goals.

Program Related and Other Duties:

- Engage with DHHS to broker new, relevant resources to HOPE/PaS participants.
- Receive training and gain proficiency with policy, rules, and statutes of the HOPE and PaS programs, and department policies and protocols.
- Comply with all data and documentation requirements in a timely fashion.
- Participate in DHHS HOPE/PaS training teams as required.
- All other duties as assigned.

Job Requirements

- A background taking a relationship-based approach as a Student Navigator, mentor, or advisor to students in higher education and proven skills in human relations and leadership.
- Strong communication, relationship-building, assessment, planning, implementation, and monitoring abilities to maintain trust-based relationships and up-to-date participant information.
- Demonstrated experience identifying and monitoring individuals at-risk, tracking intervention plans, strategies and outcomes, and having proven skills in supervision and motivational techniques.
- Knowledge of the types of assistance programs available to low-income students and parents that include HOPE and PaS Programs, school, community, state, and federal supports.
- A demonstrated understanding of and prior experience with higher education systems and the financial aid process
- An ability to connect effectively with students and members of the community, and to make formal presentations.

Education/Experience

- Two (2) years of experience providing the ongoing encouragement and assistance needed to ensure that students persist and complete higher education credentials of value. Bachelor's Degree with training, education, or experience in human services, social services, education, or a related field preferred.

Additional preferred experience:

- Prior experience developing partnerships with campus faculty, staff, and administrators, as well as community partners.
- General knowledge of the types of barriers faced by low-income parents and at-risk students and the existing wraparound supports, programs, and financial aid available to student parents.
- Demonstrated experience using proactive advising strategies, supporting at-risk populations, intervening, providing just-in-time assistance, and reporting outcomes.
- An understanding of and prior experience with administrative requirements and procedures of higher education, the financial aid process, and/or the career exploration process
- Prior experience facilitating students' academic and/or social connections and connecting students with appropriate information and resources.
- Ability to work independently while managing multiple priorities and deadlines.

- Ability to establish appropriate boundaries while developing and nurturing supportive relationships with students and program participants.
- An ability to work twelve (12) months per year, communicating with participants at their convenience in the method they prefer.

Working Conditions

The HOPE/PaS Navigator will dedicate several days a month to meeting with participants face-to-face and hosting office and drop-in hours at local universities, community colleges, and various workforce development training locations in the geographic area they serve.

General business hours are 8:00 a.m. to 5:00 p.m. Monday through Friday, though exempt positions will typically require work to be performed outside general business hours. Work is generally performed in an indoor, professional office environment.

While performing the duties of this job, the employee is regularly required to sit and talk or listen and to use a keyboard for typing. The employee is often required to stand and walk. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. The employee must travel to various locations and be able to provide transportation.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Disclaimer: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.