



Job Title: Adult Basic Literacy Volunteer Manager and Trainer
Reports to: Basic Literacy Program Director
Status: Regular, Full-time, Exempt

ORGANIZATION AND MISSION

Literacy Connects is a 501(c)(3) non-profit organization with a mission of “Connecting people of all ages to a world of opportunities through literacy and creative expression.” The organizational core values of Personal Power, Collaboration, Education and Advocacy guide their work and decision making. Literacy Connects believes in transformative learning through high-touch, individualized, innovative literacy and arts programming that improve skills, behaviors and attitudes.

POSITION SUMMARY

The Adult Basic Literacy (ABL) program trains and supports volunteers to teach basic reading, writing and problem solving skills to adult learners. The Volunteer Manager and Trainer is responsible for assisting the Basic Literacy Program Director in the day-to-day running of the program, supporting students and volunteers, and providing foundational training and on-going learning opportunities for volunteer instructors. The employee is also involved in designing and planning the evolution of the ABL program. This includes, but is not limited to, design and implementation for modification and/or growth of our program to meet the needs of our students, as well as data collection and analysis for program improvement.

ESSENTIAL FUNCTIONS

Tutor recruitment and support

- Represent ABL in Literacy Connects Info Sessions to recruit new tutors.
- Develop and deliver new tutor Foundations training sessions and new tutor placement interviews.
- Prepare all materials and resources for tutor trainings, including use of Schoology and Literacy Connects sites.
- Monitor application process for new trainees; collect and input all necessary documentation.
- Design and deliver on-going tutor education opportunities, including one-to-one coaching, and in-person, online or computer-based options.
- Build and mentor tutor teams by assisting with lesson planning, providing coaching/modeling and follow-up support.
- Develop and maintain high-quality teaching resources via the Literacy Connects Lending Library and website.
- Develop and administer evaluation methods to ensure training quality and effectiveness. Track participation in training and on-going learning sessions.
- Assist ABL team in recruitment, placement, retention and recognition of volunteer tutors.
- Support 1:1 tutors via regular correspondence to offer coaching, provide resources and strategies, and via tracking of tutoring logs.
- Track volunteer retention data and analyze for program improvement. Review exit survey results.
- Maintain accurate documentation and record-keeping.

Student recruitment and support

- Communicate with organizations or case managers referring new students. Handle phone screenings of potential new students.
- Develop processes and tools for ABL new student intake procedures.
- Train and support volunteer intake interviewers. Review and approve intake reports.
- Maintain accurate documentation, record-keeping and student files.
- Supervision of students:
 - Assign to classes, match with 1:1 tutors.
 - Support students via in-person and phone communications.
 - Conduct progress assessments.
 - Collect outputs, outcomes and impact stories.
 - Advise and mentor students to meet individual goals.



Coordination of projects and activities

- Design and develop classes. Teach or tutor as needed.
- Design and develop new community partnerships and projects.
- Standardize processes and procedures.
- Oversee data collection and input processes, including tutor logs, student hours and assessments, student outcomes, and success stories.
- Assist with data reporting for Program Director, grants, marketing, and communications.
- Plan, implement, document, and evaluate classes and projects for functionality and effectiveness.
- Maintain accurate content on ABL page of Literacy Connects website.

QUALIFICATIONS

- Bachelor's degree in education, adult education, literacy or related field.
- Minimum five years of experience teaching adult education. Prior experience in teaching, non-profit management, volunteer management, teacher training and development, or education considered.
- Excellent written and verbal communication skills.
- High level of initiative; ability to work independently to lead and oversee the implementation of new programming.
- Highly skilled in a wide range of computer technologies and programs (MS Office, Google applications and forms, website maintenance, database, etc.); ability to quickly learn new programs.
- Skill in prioritizing tasks, monitoring records and files, collecting and reporting.
- Positive, flexible team member.
- Exceptional people skills; ability to support the development and growth of people from diverse backgrounds.
- Understanding and application of adult learning theory and principles.
- Student-centered, strength-based, constructivist approach to instruction/facilitation.
- Passion for working in adult basic education field.
- Ability to work a flexible schedule, including some evenings and weekends.
- Reliable transportation.

COMPENSATION

Literacy Connects offers a salary range of \$35,000 - \$45,000 annually based on education, experience, and ASU Lodestar Non-Profit Salary Guidelines, and a competitive benefits package.

Hours: Literacy Connects is open 9 am to 5 pm, Monday to Friday; teacher education sessions and organizational events will require a flexible schedule with some weekend and evening hours each month.

To Apply: Send cover letter and resume to Edie Lantz Leppert (elantz@literacyconnects.org) by February 28, 2018.

Website: www.literacyconnects.org

Literacy Connects is an equal opportunity employer and prohibits employment (be it as a volunteer or paid staff) discrimination based on race, color, sex, marital or familial status, sexual orientation, gender identity, age, religion, veteran status, national origin, ancestry or disability.