

**Literacy Green Bay
Detailed Job Description**

Adult Tutoring Program Manager

Join our adult literacy team and help adults and families acquire the reading, writing, math, English language, computer, and workforce skills they need to function effectively as workers and community members.

Reports to: Executive Director

Position: 30 hrs/weekly, approx. 70% day and 30% evening hours until 7:00 PM

Pay Range: based on experience/qualifications

SUMMARY:

The Adult Tutoring Program Manager is responsible for the successful operation and outcomes of our Adult Tutoring program. The primary function of the position is to recruit, monitor and support the organization's volunteers; educate the public about our programs and opportunities; match volunteer tutors with students; and provide resources and support for all existing tutors/student pairs. The Program Manager also supervises the Tutoring Program Specialist and recruits and provides support to volunteer Student Evaluators and Tutor Trainers.

RECRUITMENT/MATCHING OF STUDENTS AND TUTORS (approx. 15% of responsibilities)

- Recruit, meet with, interview and orientate volunteers
- Match volunteer tutors with students
- Assist with attending fairs, conducting presentations and participating in interviews with media to recruit new tutors
- Represent Literacy Green Bay professionally to the public and create positive relationships with the community

TUTOR AND STUDENT SUPPORT (approx. 25% of responsibilities)

- Be available by a variety of means (phone, email, walk-in) to provide any support needed to students, tutors and other volunteers
- Provide tutor and student support through advice, recommendations, consulting, and encouragement
- Maintain resources and encourage alternative activities for students on the waiting list
- Regularly contact students on waitlist to update their availability and interest
- Make an effort to get to know students and tutors personally
- Plan/provide additional learning opportunities for students (i.e. book discussions), as time allows
- Provide coaching and corrective action to volunteers or students who do not follow policies or are detrimental to organization's success
- Schedule, arrange, contact speakers or design and present in-service programs for tutors
- Arrange mass mailings/emails to all certified tutors to promote in-services
- Coordinate sharing of opportunities for professional development with tutors (i.e., free webinars/community workshops)

TUTOR RECOGNITION (approx. 5% of responsibilities)

- Foster a positive volunteering experience for all volunteers through professionalism, encouragement and open-communication

- Coordinate recognition of volunteers through anniversary cards, on social media or through other means
- Plan annual recognition event, with assistance of ELL Class Program Manager and Community Engagement Coordinator
- Nominate volunteers for awards as appropriate
- Arrange special activity/refreshments during Volunteer Week

ORIENTATION/WORKSHOPS/TUTOR TRAININGS (approx. 10% of responsibilities)

- Coordinate with the Tutor Trainers to update, revise and modify training workshop as needed to fit tutor/student needs
- Recruit and train new Tutor Trainers
- Participate in workshops as needed
- Create attendance roster for each training session
- Maintain list of prospective new tutor and follow up as needed
- Oversee tracking of attendance and creation certificates of training completion
- Oversee submission of newly trained tutors to ProLiteracy
- Follow up with absent registrants to arrange make up sessions as needed

PROGRAM MANAGEMENT/CURRICULUM (approx. 25% of responsibilities)

- Supervise, coach and manage Tutoring Program Specialist
- Modify ways to document, track and monitor data and to support tutors and students as needed
- Create and maintain computer records of all tutor/student activity
- Oversee mailing and tracking of student and tutor exit surveys
- Document program outcomes for grant reports and other purposes
- Oversee the maintenance of the tutor lending library, including cataloging new materials, monitoring circulation, re-shelving materials, completing annual inventory
- Expand tutoring resources/curriculum, etc. as needed
- Stay abreast of latest curriculum standards, assessment methodology and training techniques
- Remain knowledgeable about curriculum and support materials to make recommendations, assist tutors and answer questions

STUDENT EVALUATIONS (approx. 15% of responsibilities)

- Arrange for TABE testing of new and existing tutored students
- Review all evaluations and enter test scores into computer system
- Send reassessment results to tutors/students
- Recruit and train volunteer student evaluators
- Arrange for student evaluators to meet with new students
- Meet with potential citizenship students to complete initial evaluation & interview

OTHER (approx. 5% of responsibilities)

- Provide office coverage one to two nights per week and occasional Friday mornings
- Participate in BAMVS, WVCA and other volunteer or program management meetings and professional development opportunities
- Collaborate with other staff to ensure the best programming for students and volunteers
- Attend, participate in and provide reports in weekly staff meetings
- Attend and assist at special events as requested

QUALIFICATIONS & EXPERIENCE

Must have:

- Good written and verbal communication skills
- Confidence with public speaking
- Friendly, positive attitude
- Strong organizational skills
- Ability to work independently
- Reliable and professional
- Excellent general computer skills. Familiar with a variety of software programs: e-mail, group texting, databases, assessment software, etc.
- Ability to work with a multicultural/multilingual population
- Minimum of 2-year degree in program management, adult education, English Language Learning, or other related field
- Minimum of 2-years experience in volunteer management or other related experience

Preferred:

- Bachelor's degree in program management, adult education, English Language Learning, or other related field
- Some verbal abilities in Spanish, Somali, Hmong, Dari, Pashto, or Vietnamese highly desirable

Interested candidates should send a resume and cover letter to Robyn Hallet, Executive Director at rhallet@literacygreenbay.org.