

## **Community Literacy Program Manager**

Position Type: Full Time

Location: Chicago

Anticipated Start Date: July/August 2019

### **About Literacy Works:**

Literacy Works' mission is to advance equity by promoting literacy education and the use of clear language. As a Chicago-based adult education resource organization, provides high-quality professional development training and logistical support to our member network of direct-service adult literacy agencies. Through our Community Literacy program we onboard and train new volunteer tutors, increase the skills and knowledge of continuing tutors and adult literacy professionals, and improve capacity in the sector more broadly. Our recently launched Clear Language Lab expands our services to help organizations in healthcare, workforce, and other sectors use clear communication strategies with special emphasis on supporting adults of diverse reading levels.

### **About the Position:**

The Community Literacy Manager oversees all aspects of our Community Literacy Program, including hiring and supervising staff, scheduling and facilitating training programming, growing and sustaining our network of community partnerships, monitoring program data and outcomes, and other administrative and management tasks.

### **Responsibilities:**

#### **Program Implementation**

- ◆ Plan and maintain Literacy Works' Community Literacy program calendar, which includes all Tutor Essentials and Professional Development trainings and events
- ◆ Develop and update curricula for Tutor Essentials and Professional Development trainings
- ◆ Hire and supervise Tutor Essentials trainers through observations, meetings, and training
- ◆ Identify Professional Development trainers, and supervise or collaborate in the creation of new training topics
- ◆ Supervise Literacy Works' Program Associate Americorps member and seasonal interns through weekly meetings, supervision, and support
- ◆ Supervise our OK Learn parent education program, including hiring, training and managing facilitators, managing host site relationships, and securing workshop supplies
- ◆ Create and manage contracts with program host sites and other partners
- ◆ Communicate with Literacy Works member agencies through our annual member survey, quarterly newsletter, annual membership drive, and other initiatives
- ◆ Keep up to date with emerging trends and best practices in adult education to inform advocacy work, training curriculum and Literacy Works program offerings
- ◆ Increase capacity at adult literacy agencies by providing fee-for-service training, consulting, or direct-service projects, to include Writers' Circle writing workshops for adult learners, on-site tutor training workshops, curriculum consultation, or program design advising

### **Data, Development, and Budget**

- ◆ Establish program goals and outcomes and monitor their progress
- ◆ Maintain and manage all program data for Tutor Essentials, Professional Development, OK Learn workshops, and fee-for-service projects, including attendance and evaluation
- ◆ Make recommendations for program budget and monitor status throughout the fiscal year, including meeting fee-for-service revenue goals

### **Community Engagement**

- ◆ Act as a liaison for Literacy Works in adult literacy focused meetings and initiatives
- ◆ Assist with program communications and promotions
- ◆ Develop and maintain relationships with current and prospective Literacy Works member agencies
- ◆ Present professional development workshops at local, regional, and national conferences
- ◆ Oversee Literacy Works' Tutor Recruiter initiative which refers potential adult literacy volunteers to programs across Chicago
- ◆ Oversee Literacy Works' Adult Education Helpline initiative which refers potential adult literacy students to programs across Chicago
- ◆ Other duties as assigned
- ◆ Some evening and weekend work is required

### **Qualifications and Skills:**

- ◆ Bachelor's degree required; Master's degree preferred
- ◆ 3-5 years experience in adult education or similar field
- ◆ Skilled in program planning and management
- ◆ Expertise in developing curriculum and providing instruction to adult learners, and/or facilitating training to professionals
- ◆ Excellent communication skills, including writing and public speaking
- ◆ Experience working with diverse populations within urban settings, preferably in the Chicago area
- ◆ Strong computer skills, including Microsoft Office and Google Apps; familiarity with databases and Constant Contact desired
- ◆ Access to reliable transportation preferred (this position requires travel throughout Chicago)
- ◆ Experience in transition, workforce development, or social services a plus
- ◆ Proficiency in Spanish a plus

### **Personal Characteristics:**

- ◆ Passionate about Literacy Works' mission and the field of adult literacy
- ◆ Committed to growing a strong adult literacy infrastructure in neighborhoods throughout Chicago

- ◆ Excellent organizational and time management skills that allow for the handling of multiple and competing priorities while meeting short and long term deadlines
- ◆ Must be able to work efficiently and independently
- ◆ Driven to work as an integral part of a small, collaborative team
- ◆ Have a creative, problem-solving approach to your work
- ◆ Ability to think strategically and balance long term vision with daily tasks

**How to Apply:**

Please submit cover letter and resume to [jobs@litworks.org](mailto:jobs@litworks.org)

Literacy Works is an equal opportunity employer. Literacy Works is committed to building an inclusive staff and strongly encourages applications from individuals of color, people with disabilities, individuals with diverse backgrounds, and those whose life experience is underrepresented in the adult literacy field.

Salary: \$40,000

For more information, visit our website: [www.litworks.org](http://www.litworks.org).