



EDUCATION PROGRAM MANAGER

The READ Center provides literacy education to adults in the Greater Richmond region through classroom instruction and one-to-one tutoring. Students are 18 years of age and older and reside mainly in Richmond, Chesterfield and Henrico. Instruction includes reading, writing, math, and digital literacy skills for individuals who are reading below an 8th grade equivalent level.

The READ Center staff is small yet mighty. We thrive on collaboration, creating thinking, compassion, respect, and humor. We work hard and care deeply for the adults we serve. We value everyone's ideas, patience, flexibility, and lives outside of work. We are growing our staff and are looking for individuals who can add their 'flare' to the great team we have now.

Position Summary

Reporting to the Director of Programs, the Education Program Manager will act as the Adult Basic Education industry expert for The READ Center and will oversee the coordination and administration of The READ Center's ongoing literacy program to include planning, organizing, and training. The Education Program Manager will support and manage program staff, coordinate education marketing and communications and assist in the development of new programming. Applicants should possess patience, flexibility, compassion, curiosity and fun. This position will have a variety of responsibilities, including but not limited to:

Primary Duties and Responsibilities

- Plan the delivery of the overall program and its activities in accordance with the mission, policies/procedures, relevant professional standards and the goals of the organization
- Develop forms and records to document program activities
- Oversee the collection and maintenance of records of the student participants in the program for statistical purposes according to the confidentiality/privacy policy of the organization
- Recruit, interview and select well-qualified program staff in accordance with human resources policies, procedures and practices of the organization.
- Supervise READ Center education staff including but not limited to: teachers, program assistant and volunteer coordinator.
- Back-up substitute teacher if needed
- Provide narrative details for grants
- Onboard, mentor and assist program staff - to include supporting & evaluating teachers' lesson plans, communicating and encouraging professional development opportunities and encouraging participation in conferences & presentations.
- Communicate with students and other stakeholders to gain community support for the program and to solicit input to improve the program
- Be point of contact for all needs/supplies/resources for classes, students, teachers, tutors both on site and off-site classes and one-to-one pairs.
- Gather and review staff timesheets, teacher lesson plans and student council stipends.
- Lead teacher meetings
- Participate in CBLO meetings; maintain community partnerships.
- Point of contact for The READ Center's participation in community events.

- Devise and adjust where necessary and periodically review and revise work plans and projected progress goals.
- Complete student intake calls, conduct student registrations and orientations
- Manage and coordinate volunteer tutor program including training, background checks, placement of new tutors in class, one-to-one (student/tutor) matching, monthly communications, professional development, mentors, addressing complaints and solving problems.
- Conduct tutor orientations, assist tutor trainers with tutor training sessions.

Qualifications

Required Education

- Bachelor's Degree or equivalent in a related subject required; Master's Degree preferred

Knowledge, skills and abilities

- A minimum of 2-3 years' experience in education program management. Adult Basic Education experience preferred.
- A self-starter who is adaptable, versatile and able to handle multiple projects and deadlines.
- Skilled in active listening, and a practitioner in making evidence-based decisions
- Set high performance standards and holds herself/himself accountable by aggressively executing these standards
- Excellent verbal and written communication with attention to detail
- High level of personal and professional integrity; experience working with diverse populations
- Ability to solve problems, adapt to changing context, and work effectively with little supervision
- Strong interpersonal, communication, and organizational skills; strong goal and teamwork orientation, and the ability to work in a complex, small nonprofit environment
- Travel within the Greater Richmond Metro Area and some evening/weekend work is required
- Proficiency in the use of computers with Microsoft Applications including: Word, Excel, Outlook E-mail; use of databases
- Internet (Google Drive, Meet, Docs, etc.)

General Definition and Conditions of Work:

Work requires sitting for sustained periods of time, walking and light lifting, up to 10 pounds.

Salary: \$50,000

Benefits: Healthcare (health, dental, vision), generous PTO, simple IRA with 3% match

How to apply: Please send a resume and cover letter to frontdesk@readcenter.org by Friday, February 10th, 2023. No phone calls please.

Website: <http://readcenter.org/>

Classifications: Program Manager, Adult Education

The READ Center is committed to diversity and inclusion in the workplace and provides consideration for employment without regard to race, color, national origin, religion, sex, sexual orientation, gender identity, age, disability, or protected veteran status.