



MEETING OUR COMMUNITY'S NEEDS
NEIGHBOR TO NEIGHBOR

People's Resource Center Job Posting – Literacy Coordinator (Bilingual English/Spanish)

POSITION OVERVIEW

PRC is hiring a Bilingual Literacy Coordinator to coordinate the delivery of Literacy Services at PRC sites and partner sites according to program procedures and guidelines. The Literacy program provides Adult Basic Education, ESL, high school equivalency, and American citizenship services. Before the pandemic and our modified operations, the Literacy program served over 600 clients with a team of 250 volunteers at the Wheaton location, Westmont location, and several partner organizations throughout DuPage County. Currently during modified operations, literacy services are provided onsite at partner locations and virtually with a plan to return onsite this year.

The Literacy Coordinator is part of the Adult Learning and Literacy (ALL) team supervised by the Director of ALL. The Literacy Coordinator's primary office will be located in Wheaton (201 S. Naperville Road) and traveling to local sites will be required. Candidate must be Bilingual English/Spanish, have a valid Illinois driver's license, access to a vehicle, be able to lift 25 lbs., and be able to work some evening and weekends when necessary.

ORGANIZATION OVERVIEW

People's Resource Center (PRC) is a not-for-profit, social service organization founded in 1975 by community members looking to help neighbors who were facing financial hardship. Inspired by social justice heroes like Martin Luther King, Jr., Dorothy Day and Jane Addams, founders Dorothy McIntyre, Father Tom Peyton and a group of volunteers sought to do more than start a local food pantry.

With a team of over 2,600 volunteers supported by 46 employees, PRC offers free emergency needs assistance and educational programming. Our emergency and basic needs services include food assistance, clothing, financial assistance, homelessness prevention services, and referrals for medical and dental care. Job search assistance, adult basic education and literacy, computer training and access, and art enrichment equip individuals with the tools and resources they need to build stronger futures.

PRC earned the highest possible rating from Charity Navigator for 12 consecutive years. Only 1% of charities rated have received this distinction, differentiating PRC from its peers, exemplifying the high standard of service at PRC, and indicating that PRC outperforms most other charities in America.

The values that guide our actions and decisions and that are embedded in our culture are:

- Dignity and Respect: Recognizing the dignity of each person who comes to us, we create a welcoming and respectful environment in all of our programs and communication.
- Creative and Innovative: We express our mission directly. We try things in the community. We are willing to jump in to new areas in order to address an unmet need.
- Responsible Stewards: We welcome those who need resources, as well as those with resources to share.
- Compassionate: We listen, we encourage, we try to get to know our families, we provide some help and guidance, we advocate, in a spirit of kindness and compassion.
- Integrity: We place a high priority in living out of our principles, in our relationships, programs, and organizational practices.

PRC offers a generous compensation and benefits package to our full time employees, including:

- Medical insurance – HMO, PPO
- Dental insurance – PPO
- Flexible Spending Account participation
- Short Term Disability
- Life Insurance
- SIMPLE IRA retirement plan & company match
- 23 days of Paid Time Off (PTO)
- 12 paid holidays

ESSENTIAL FUNCTIONS

- A. Participate in design, improvement and management of Literacy programming
- B. Coordinate client assessment process to ensure high level of accuracy, integrity, quality, and security
 - Qualify, register and administer assessments for clients seeking literacy services and provide referrals as needed
 - Record and maintain student assessment data, evaluation data, and client demographics
 - Continuously identify new and improved assessment processes and procedures
 - Attend training workshops for the administration of assessment
 - Supervise volunteer assessment administrators
 - Plan and facilitate two meetings each year (fall and spring) for volunteer BEST Plus assessment administrators to recalibrate testing and to determine volunteer tester placement and scheduling
 - Maintain and update laptops used for student assessment
 - Achieve yearly goals related to assessment of students
- C. Assist ALL Director with interviewing, selecting, training and orienting New Literacy Program volunteers
- D. Schedule, support, recognize and supervise Literacy Program volunteers
- E. Manage the matching process between Literacy students and volunteers
- F. Maintain student learning-centered curriculum and tutor training materials and order approved instructional materials – placing order, managing invoicing, receipt and tracking
- G. Receive and track Literacy Service inquiries (in person, phone, email, and voicemail):
 - a. Respond to inquiries according to program guidelines, and make appropriate referrals
 - b. Distribute PRC program information to clients and volunteers
- H. Assist in creating and disseminating specific literacy information to increase enrollment of services
- I. Build positive relationships with appropriate PRC staff members, volunteers, and community organizations to maintain high levels of program enrollment

EDUCATION AND EXPERIENCE REQUIREMENTS

- Bachelor's degree with major coursework in Adult Education, English or other related field - REQUIRED
- 3 years' experience working in an adult education setting, training or teaching - REQUIRED
- Experience working with linguistically and culturally diverse client population - preferred
- Experience working with volunteers - preferred



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ESSENTIAL SKILLS, KNOWLEDGE, AND ABILITIES REQUIRED

- Commitment to PRC's mission, values, and community focus
- Knowledge of adult education, second language acquisition and learner-centered instruction
- Desire to work in social services; compassion for the struggles of adult learners
- Bilingual English/Spanish required
- Ability to effectively promote PRC and the Adult Learning and Literacy Program to other organizations
- Ability to work independently, with a team, and with a diverse group of individuals
- Ability to work effectively with volunteers, with people from other countries & with people speaking other languages
- Must demonstrate professionalism, flexibility, good judgment and commitment to teamwork
- Excellent organizational skills and time management skills
- Acute attention to detail; strives for 100% accuracy
- Ability to identify improvements to make work more efficient
- Works well under pressure, with frequent interruptions and in a fast-paced environment
- Good verbal, written and presentation skills
- Proficient in MS Word, Excel, Outlook and Internet search engines required
- Knowledge of MS Access and Google Docs preferred

APPLICATION PROCESS

To apply, please send your resume, cover letter, and salary expectations to resumes@peoplesrc.org

Applications will be accepted until the position is filled.

No phone calls, no faxes please.

People's Resource Center is an Equal Opportunity Employer.

www.peoplesrc.org