People’s Resource Center

Updated – Manager of Adult Literacy Program
Bilingual no longer required

POSITION OVERVIEW
PRC is hiring a full-time Manager to coordinate, develop, and manage the delivery of Adult Literacy Services and activities according to program procedures and guidelines. This position reports to the Director of Adult Education and Employment (AEE) and joins the AEE Team which focuses on education and employment services to those in need throughout DuPage County. This position is a hybrid position working remotely from home and from one of PRC’s offices weekly. The successful candidate will have management and adult assessment experience, a desire to work in social services, and a commitment to PRC’s values and culture.

ESSENTIAL FUNCTIONS
A. Participate in design and improvement of online/in-person hybrid models to provide adult literacy services including but not limited to Adult Basic Education, ESL, high school equivalency, and American citizenship
B. Receive inquiries for Adult Literacy Services (in person, phone and voicemail) and respond to requests (i.e. register individual as PRC client, respond to organization request or make appropriate referrals)
C. Manage the 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
   - 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
D. Manage the student/volunteer matching process; determine matches and student placement
E. Working with Volunteer Manager to recruit Adult Literacy Program volunteers; prepare, provide and improve the onboarding/training process and materials for new literacy volunteers
F. Schedule, support, recognize and supervise all Adult Literacy Program volunteers
G. Develop and implement effective and relevant volunteer tutor professional development activities and volunteer tutor training materials.
H. Maintain effective and relevant student learning-centered curriculum.
I. Receive and track Adult Literacy Service inquiries from students and volunteers (in person, phone, email, and voicemail) and appropriately respond to ensure continuation of service
J. Distribute PRC program information to clients and volunteers
K. Coordinate logistics and resolve issues of literacy classes, group tutoring, and 1:1 tutoring
L. Assist in creating and disseminating specific literacy information to increase enrollment of services
M. Build positive relationships with appropriate PRC staff members, volunteers, and community organizations to maintain high levels of program enrollment

**SKILLS/EXPERIENCE**

1. **Skills/Knowledge**
   - 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
   - Ability to effectively promote PRC and the 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 and with people speaking other languages
   - Ability to supervise and engage volunteer staff
   - 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
   - Ability to respond appropriately in varied situations
   - Advanced knowledge of MS Office, Outlook, and Google Applications
   - Bilingual English/Spanish **preferred** (no longer required)

2. **Experience/Education**
   - Bachelor’s degree with major coursework in Adult Education, English, or other related field **required**
   - 3 years of management experience in an adult education setting **required**
   - Experience creating and delivering in person and on-line adult assessment procedures **required**
   - Experience working with linguistically and culturally diverse client population, preferred
   - Experience working with volunteers, preferred

**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 1,600 volunteers supported by 47 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 (80% Employer paid)
- Dental insurance – PPO (80% Employer paid)
- Short Term Disability & Life insurance (100% Employer paid)
- Flexible Spending Account participation
- SIMPLE IRA retirement plan and 3% company match
- 23 days of Paid Time Off (PTO)
- 12 paid holidays
- Flexible work environment

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

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