

**Literacy Council of Frederick County
PROGRAM MANAGER JOB DESCRIPTION**

Job Title:	Program Manager	Job Category:	Management
Location:	110 E. Patrick Street, Frederick, MD 21701	Travel Required:	Within Frederick County
Compensation/Benefits:	Determined based on experience, benefits included.	Position Type:	Full Time, 40 hours/week
Literacy Council Contact:	Laurie Fisher, Executive Director	Date active:	May 6, 2022

Contact:

<p>SEND COVER LETTER AND RESUME TO:</p> <p>ATTENTION: LAURIE FISHER, EXECUTIVE DIRECTOR Subject Line: Program Manager Position</p> <p>BY EMAIL: LAURIEFISHER@FREDERICKLITERACY.ORG</p>	<p>BY MAIL:</p> <p>Literacy Council of Frederick County Attn: Laurie Fisher 110 E. Patrick Street Frederick, MD 21701</p>
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Job Description

Roles and Responsibilities:

The Program Manager reports to the Executive Director and provides oversight to all literacy programs provided by the Literacy Council of Frederick County, including:

- One-to-one/small group tutoring (English as a Second Language/Basic Literacy)
- Community Classes
- Parent Literacy
- Workplace Literacy

Key Responsibilities:

- Manage employees and volunteer staff, including coordinators and class instructors
- Oversee student outreach for all programs
- Oversee/conduct student intake & assessment process
- Manage community classes
- Manage volunteer recruitment
- Oversee tutor training program, including workshops, information sessions and professional development
- Develop and strengthen relationships with partner organizations in priority communities to facilitate literacy pathways (referrals), identifying available programs and locations
- Establish new, and maintain existing relationships with regional literacy organizations and other organizations that serve our student population
- Conduct outreach to expand program opportunities, including workplace, especially high need areas
- Develop and oversee remote classroom locations/satellite facilities

- Participate in community outreach events
- Oversee reporting and data management
- Assist with program budget development
- Attend and staff appropriate committees and meetings
- Oversee lending library

Qualifications and Education Requirements:

- Bachelor’s degree required, education or related field preferred. Graduate degree a plus, TESOL certification a plus
- Minimum of five years program management and supervisory experience required, experience working with nonprofit organizations preferred
- Experience teaching and/or managing English as a Second Language education programs and working with adults
- Experience working with or teaching English language learners Experience in working with and managing volunteers.
- Excellent communications skills including oral and written English communications skills, including the ability to listen, write and speak clearly. Ability to work positively and effectively with students from diverse language, cultural, and educational backgrounds. Spanish language proficiency a plus.
- Strong organizational skills – ability to self-manage, work independently and as a member of a team of highly-motivated co-workers; ability to manage multiple projects and to meet strict deadlines.
- Familiarization with CASAS adult literacy assessments (CASAS certification a plus).
- High energy, “can do” attitude, flexibility, teamwork and attention to detail.
- Strong leadership, partnership-building and collaborative skills required.

TECHNICAL SKILLS: Excellent computer skills required, including Microsoft Office applications: Word, PowerPoint, Excel, Teams, Sharepoint, database experience, LACES experience a plus. Must have own transportation and a valid driver’s license. Vehicle insurance must meet minimum requirements.

REFERENCES: Must be able to provide references relevant to experience working with volunteers, adult literacy and English as a Second Language programs.

Last Updated By:	Laurie Fisher	Date/Time:	May 2022
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