



Celebrating 20 Years of Changing Lives Through Literacy

JOB POSTING: Adult Program Manager

ORGANIZATION: Literacy Achieves (formerly known as VMLC/Vickery Meadow Learning Center) is dedicated to improving English literacy levels among non-English speaking adults and their young children by providing programs in communication and life skills. Literacy Achieves serves approximately 1,000 adults and 300 children annually at two physical locations and online. Approximately 300 volunteers teach adult classes, work in the computer lab, assist in the office and support the children's program. For more information, please visit: www.LiteracyAchieves.org.

POSITION OVERVIEW: The Student Services Manager is responsible for building and maintaining relationships with community and workforce providers, attending community events, and developing partnerships to support the needs of our adult immigrant and refugee students and their families. Responsibilities include providing students with exceptional social services and case management support. Will be responsible for providing all communications regarding social services to students, staff, and our community. Student Services Manager will partner with program staff to ensure a successful educational experience that builds self-sufficiency for our students.

RESPONSIBILITIES:

Community Services & Collaboration Development

- Develop and maintain relationships with community service providers that can assist students in accomplishing their personal goals.
- Attend community service provider information events on behalf of the agency.
- Develop programming to bring in outside community service providers for on-campus support. (i.e. health and job fairs)
- Maintain up-to-date student services referral networks for assigned campuses and provide follow-ups for all referrals made. Conduct an annual review of providers to ensure we have the most updated contact information and viable referral providers.

Student Services and Case Management

- Maintain regular office hours at each campus for student meetings.
- Effectively and correctly publicize services available and hours of availability.
- Counsel students one-to-one regarding needs beyond the classroom
- Follow up with students who indicate a potential need for services through surveys, goals, or attrition.
- Manage all student communication related to outside community service providers/referrals.
- Provide and maintain accurate and detailed records on all student meetings and results of meetings and follow-ups.
- Strictly maintain the privacy of students' personal information following established policies.
- Follow up with students who have moved on from Literacy Achieves.
- Maintain certification for the Community Partner program of MyTexasBenefits to assist students with screening, application, and renewal where eligible.

Other Duties

- Attend and actively participate in program planning and strategy meetings.
- Always maintain open communication with program managers and directors regarding social services.

- Collaborate with the data team to ensure service outcomes and outputs are correctly documented and analyzed correctly.
- Oversee the safety of all assigned agency resources (i.e. laptop, cell phone).
- Support student, volunteer, and fundraising events.

QUALIFICATIONS:

Bachelor's Degree required with emphasis in social work. Bilingual - Spanish/English required. LMSW Preferred. Knowledge of how to effectively administer case management programs for vulnerable populations. Proficient in all MS Office Applications and online provider databases.

To apply, please submit your resume to vkeifer@literacyachieves.org