



## ABE Program Support Specialist

### **Mission:**

Literacy Services of Wisconsin (LSW) partners with motivated adults to provide access to quality basic education and skills training so they can improve their lives, enrich their families, and strengthen our community.

### **Position Summary:**

The Program Support Specialist works closely with the Program Coordinator to ensure smooth and effective support for all Adult Basic Education (ABE) students and volunteer activities including, but not limited to, recruitment, enrollment, assessment, scheduling, instruction, recordkeeping, and ongoing case management. The Program Support Specialist contributes to program and curriculum development. This role serves as an intermediary between LSW, state-funded programs, and other partner agencies in the community to conduct outreach and manage referrals according to the guidelines of those relationships.

### **Primary Responsibilities:**

- Manage activities related to student enrollment, TABE assessments, WADE assessments, goal-setting, and instruction
- Provide direct instruction, both in person and virtually, in a one-on-one and small group setting
- Coordinate curricula materials
- Design and/or implement supplementary materials as needed
- Develop positive rapport with students and volunteers, serving as a resource to both
- Manage student files, including responding to concerns, providing guidance, assigning subsequent lessons, etc.
- Assist in managing ABE program data, including database record entry, attendance recording, etc.
- Assist students transitioning from ABE to Adult Secondary Education (ASE), as needed
- Promote services to other community-based organizations, social service agencies, and businesses, serving as a point of contact for incoming referrals
- Participate in site and all-staff meetings, an annual in-service, and other organization-wide events as required
- Willingness to work flexible hours when necessary, including some evenings and weekends. Some travel required.
- Other duties as assigned.



## LITERACY

### Other Duties or Areas of Responsibility:

- Help students with computer needs, including email, search engines, and job hunting sites
- Special projects as needed, including statistics, organization, document creation, etc.

### Knowledge and Qualifications:

- Bachelor's degree with a background in education, social work, or related field.
- Experience with Wilson Reading System, Orton-Gillingham methods, or other multisensory phonics programs strongly preferred
- Previous experience teaching and/or working with diverse adult populations
- Proficient in Microsoft Office, Google Applications, Zoom, and database usage
- Excellent oral and written communication skills; strong customer service skills
- Highly-organized and detail orientated
- Ability to work under pressure in a high-paced environment managing multiple tasks
- Ability to work in a cooperative and professional manner with supervisors, co-workers, volunteers, and learners
- Ability to maintain confidentiality, understand and appreciate the interdependence of all areas of the agency, and foster the mission of Literacy Services of Wisconsin

**Schedule & Compensation:** part-time (20 hours/week), Monday-Thursday daytime hours to be determined with a pay rate of \$15 per hour.

**How to Apply:** Please visit [www.literacyservices.org](http://www.literacyservices.org) for full job description and application information. A complete application includes 1) a letter of interest, 2) a resume, and 3) a list of three professional references. Applications should be sent via email to Bianca Johnson-Ortiz and will be accepted until the position is filled. Contact Bianca Johnson-Ortiz at [bianca@literacyservices.org](mailto:bianca@literacyservices.org) if you have questions.

Literacy Services of Wisconsin serves a socially and culturally diverse community. We strive to build a team of employees which is similarly rich in diversity. Literacy Services of Wisconsin is an Equal Opportunity Employer. It is our policy to make all personnel decisions without discriminating on the basis of race, color, creed, religion, sex, physical disability, mental disability, age, marital status, sexual orientation, citizenship status, national or ethnic origin or any other protected status.