



Waukesha Program Support Specialist Job Description

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.

Job Summary:

The Waukesha Program Support Specialist is responsible for assisting in all areas of LSW's Adult Education and English language learning programming with a focus on student and tutor activities and refugee support services. This includes recruitment and outreach efforts, proctoring student assessments; screening for refugee status, matching students with tutors; implementing Personal Education Plans; ongoing case management; delivering classroom-based instruction (in-person and virtual); program/curriculum development; ensuring accuracy of data; meeting participation goals; and providing a safe, clean, and welcoming environment for staff, learners, and visitors. The Waukesha Program Support Specialist works with volunteer tutors by providing support, feedback, guidance, and occasional in-service trainings on an as-needed basis. This position serves as a resource and point person for staff, adult students, and refugees across all LSW programs, providing individual case management and facilitating internal or external referrals as appropriate.

This role requires coordinated collaboration with Wisconsin Literacy, the Wisconsin Bureau of Refugee Programs, and other partner agencies. The Waukesha Program Support Specialist reports directly to the Manager of Waukesha Operations and is primarily stationed at LSW's Waukesha Center location, though travel between other LSW sites and community partners is expected.

Primary Responsibilities:

- Facilitate in-person and virtual services to meet the needs of LSW, community partners, and students by providing high quality Adult Education and English language instruction, refugee support, and other ELL-related services under the guidance of the Manager of Waukesha Operations.
- Monitor on-going progress of learners, including materials used, adjustment of materials and techniques to meet needs.
- Conduct assessments of learners using TABE and TABE CLAS-E standardized testing systems.
- Assist with the following: maintenance of learner files and paperwork, tracking daily learner attendance, entering and regularly updating learner information in an electronic database, and communicating with learners and volunteer tutors.
- Assist with volunteer tutor management. This includes, but is not limited to, pairing tutors and learners, supervising tutoring sessions, bridging communication between tutors and learners, providing instructional materials and advice as requested, and monitoring progress of tutor/learner partnerships to ensure goals are met.



LITERACY SERVICES

- Foster professional working relationships with LSW program staff, community partners, adult students, volunteer tutors, and instructors through cooperative partnerships and clear, consistent communication and training.
- Participate in site, program, and all-staff meetings, including an annual in-service and other organization-wide events as required.
- Maintain safety, cleanliness, and organization inside and outside of all LSW sites where work is conducted. This includes, but is not limited to, complying with all public health policies, site-specific security policies, monitoring and requesting supplies, cleaning, and organizing materials.
- Other duties as assigned.

Refugee Support Services:

- Organize and participate in recruitment and outreach activities for refugee populations.
- Serve as liaison to Wisconsin Literacy and other project partners, receiving and generating information and referrals in accordance with those relationships.
- Screen for refugee status and provide required documentation on eligible students for grant monitoring and compliance.
- Ensure data is secure, current, accurate, and accessible to LSW and approved project partners through program databases and reporting portals.
- Seek out external resources and opportunities for refugees in the community, bringing awareness to LSW staff and students alike.

Preferred Knowledge and Qualifications:

- Bachelor's degree in education or related field
- Previous experience in adult education and/or community-based client services
- Some program or volunteer management experience
- Teaching experience strongly preferred
- Some familiarity with the refugee resettlement process
- Computer proficiency (word processing, data collection, spreadsheets, etc.)
- Excellent oral and written communication skills; strong customer service skills
- Bilingual and/or skilled in a language other than English
- Ability to work as a member of the program team in a fast-paced environment
- Ability to assume responsibility with little direct supervision, to exercise initiative and judgment, and to make decisions within the scope of assigned responsibilities
- Commitment to the mission and students of LSW



Compensation: This is a 40 hour/week full-time position with a weekly schedule of Monday through Friday. Some evening availability may be required. Annual salary is \$41,600/year. Benefits include generous paid time off (PTO), subsidized health insurance coverage, retirement plan, and paid professional development opportunities.

How to Apply: 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 Hannah Lingenfelter and will be accepted until the position is filled. Contact Hannah at hannahl@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.