



## **Manager of Corrections & Reentry Education Programs**

### **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 Manager of Corrections & Reentry Education Programs is responsible for overseeing the daily operations of LSW's adult education and training programs at Milwaukee County Jail (MCJ), multiple Department of Corrections (DOC) facilities in Fox Lake and Racine, and the Milwaukee Community Reentry Center.

Providing direct supervision of the MCJ Program Coordinator and two Community-Based Reentry Coordinators, the Manager oversees all student and volunteer activities including, but not limited to, recruitment, enrollment, assessment, scheduling, instruction, recordkeeping, and ongoing case-management. While daily tasks are usually carried out by the Coordinators, the Manager may need to assist during high-need times of the year, such as the beginning or end of a semester. The Manager also works closely with the Manager of Adult Education Programs to ensure that enrolled students have the resources and materials necessary to complete a GED or HSED while incarcerated, while making appropriate referrals to supportive services aligned with specific career pathways. The Manager serves as an intermediary between LSW, DOC, MCJ, WRTPI|BIG STEP, federal and state-funded programs, and other partner agencies in the community to conduct outreach and manage referrals according to the guidelines of those relationships. The Manager is also responsible for contributing to the organization-wide collection, management, and analysis of data to be used for reporting and program evaluation.

This position is assigned to multiple correctional facilities and subject to the necessary background checks, fingerprinting, and security training required of the role. We are seeking someone who is comfortable working in a predominantly male correctional environment and able to adhere to facility policies regarding security and supervision of individuals in custody.

#### **Primary Responsibilities:**

- Guide and direct corrections education programming, including the implementation of strategic plan goals and objectives.
- Manage all activities related to student enrollment, TABE, Accuplacer and other assessments, goal-setting, personal education planning, instruction, data management, and reporting. Provide direct instruction as needed.
- Effectively supervise volunteer tutors and other instructors to maximize program quality and capacity.
- Develop positive rapport with students and volunteers, serving as a resource to both.



- Evaluate curricula and teaching materials for effectiveness and appropriateness. Adapt or create supplementary resources as needed.
- Design and implement effective learning program enhancements and management systems.
- Promote services to other community-based organizations, social service agencies, and businesses, serving as a point of contact.
- Utilize data to inform programming; ensure data is current, accurate, and accessible to LSW and approved program partners.
- Participate in Program Manager/Admin and all-staff meetings, an annual in-service, and other organization-wide events as required. Plan site/program meetings as needed.
- Other duties as appropriate.

### **DOC/Community Reentry:**

- Serve as the primary liaison with the DOC staff at Racine Youthful Offender Correctional Facility, Racine Correctional Institution, and Fox Lake Correctional Institution.
- Collaborate with the DOC to maintain MC3 HSED programming, train DOC-hired HSED and trades instructors, connect students with WRTP|BIG STEP services, and track participation and engagement.
- Facilitate reentry efforts with facility social workers, meet with participants prior to release, and organize post-release info sessions focused on enrollment in or continuation of educational programming and access to other community resources.
- Coordinate speakers and presentations, hands-on projects, mentoring and supportive services, often involving local agencies.
- Create and convene an advisory committee of community partners.
- Report successful outcomes to stakeholders.
- Provide linkage to Career Pathways services including postsecondary, employment, and apprenticeship opportunities.
- Ensure program quality, appropriateness, and ability to operate self-sufficiently.

### **Milwaukee County Jail:**

- Convene and attend meetings with MCJ and LSW staff to create a consistent flow of program data and communication.
- Ensure that MCJ programming aligns with other corrections educational programming.
- Maximize access to programs by supporting outreach and recruitment efforts.
- Provide classroom coverage or direct instruction as needed.
- Schedule community partnership visits and informational sessions to be hosted on-site at LSW's MCJ program.



## Knowledge and Qualifications:

- Bachelor's degree with a background in education, social work, or related field.
- Ability to pass Department of Corrections background check.
- Minimum of two years' experience in teaching or administration of educational services.
- Experience working with justice-involved individuals.
- Excellent oral and written communication skills; strong customer service skills.
- Proficient in Microsoft Office, Google Applications, and database usage.
- Highly-organized and detail orientated.
- Ability to assume responsibility with little direct supervision, exercise initiative and judgment, analyze data and make informed decisions within the scope of assigned duties.
- 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.
- Willingness to work flexible hours when necessary, including some evenings and weekends. Regional travel required.

**Compensation:** This full-time role reports to the Associate Director. Compensation is \$57,000 annually. Benefits include generous paid time off (PTO), subsidized health insurance coverage, retirement plan, convenient free parking, 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 Aaron Goyette and will be accepted until the position is filled. Contact Aaron Goyette at [agoyette@literacyservices.org](mailto:agoyette@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.