



Job Title: Forward Program Manager
Department: Forward Program
Schedule: 40-hour work week, usually M-F with occasional evenings and weekends
Supervisor: Director of Programs
Status: Full-Time, Non-exempt

GENERAL DESCRIPTION

Forward Program Manager is responsible for overseeing all aspects of adult education services, which include English as a Second Language and college and career counseling components. The Forward Program Manager will lead the department and team in delivering quality services that meet the unique needs of refugee and immigrant clients regarding their education and career advancement, and will adjust and restructure programs as necessary to adapt to those needs. In addition, this individual will be responsible for overseeing the Vocational Counselor and the AmeriCorps members who serve in the English at Home and Vocational Counseling programs, as well as interns and volunteers.

KEY RESPONSIBILITIES

- Provide oversight and leadership in implementation of Forward Program services and goals.
- Develop ESL curriculum, materials, and list of class referrals to address in-home ESL program needs as well as needs of advanced English clients in Vocational Counseling.
- Train and coordinate AmeriCorps members on the set up, implementation, and delivery of in-home ESL tutoring.
- Provide one-to-one college and financial aid counseling to refugee and immigrant clients, including college applications, FAFSA, Foreign Credential Evaluations, etc.
- Train and oversee Vocational Counselor.
- Assist Vocational Counselor with providing one-to-one career counseling for refugee and immigrant clients as necessary.
- Coordinate with Vocational Counselor and AmeriCorps in the creation and facilitation of vocational and educational workshops.
- Oversee Forward Cohort Certificate Course, including coordinating with Vocational Counselor on advertisement, recruitment, intake, and one-to-one sessions; with AmeriCorps member on curriculum and lesson plan updates, teaching course content, and mentorship piece; and tracking class data for program effectiveness as well as for grant reporting.
- Oversee volunteer recruitment, communication, and retention in English at Home and Mentors for Vocational Pathways (MVP).
- Maintain accurate program data accounts in Salesforce and Excel dashboards and analyze for program effectiveness.
- Liaise with other departments to understand and address clients' educational and vocational needs.
- Liaise with universities and community organizations to refer clients to appropriate educational services.
- Oversee maintenance of accurate client files and program data and ensure that reports are submitted accurately and in a timely manner.
- Encourage family literacy by keeping lobby bookshelf stocked and encouraging clients to take books home.

- Ensure programs are compliant with grant requirements.
- Attend required meetings and trainings.
- Other duties as assigned.

SKILLS AND COMPETENCIES

- Bachelor's Degree in Education or a related field, a minimum of two years of ESL experience teaching adults, and a solid grasp of adult learning principles and practices.
- Experience with grant compliance and program management.
- Passion to assist learners of all language, educational, and professional levels.
- Ability to assess clients' English and educational needs and develop/provide materials and services to meet those needs.
- Emotional awareness and sensitivity to the struggles and traumas faced by clients and ability to navigate conversations with care and professionalism.
- Ability to provide guidance, support, and feedback in supervision of Vocational Counselor, AmeriCorps Members, interns, and volunteers.
- Ability to work in a fast paced, dynamic environment.
- Ability to handle a variety of tasks simultaneously and prioritize effectively.
- Excellent organizational and time management skills.
- Experience working as part of a team in a diverse, multicultural environment.
- Proven written and verbal communication skills and excellent interpersonal skills.

COMPENSATION

This is a full-time, salaried position with a salary range of **\$ 40,000-45,000** based on experience. Employer contributes to medical, dental and vision insurance. Employer pays life and disability insurance. Fourteen (14) paid holidays and a generous paid time off policy. Employee has the option to contribute to 401(k).

To apply please email your resume and cover letter to careers@newamericanpathways.org.
No phone calls or emails please.

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