

[https://newamericanpathways.org/?post\\_type=jobs&p=10653](https://newamericanpathways.org/?post_type=jobs&p=10653)

## Forward Department Manager

### Description

New American Pathways' Adult Education Department, known as Forward, consists of our Vocational Counseling, English at Home, and Digital Literacy programs. The Forward Department Manager is responsible for overseeing all aspects of adult education and career advancement services, which include English as a Second Language, college or tertiary education, digital literacy, and other career counseling components. The Forward Department 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 recruiting and supervising program staff, including AmeriCorps members, as well as interns and volunteers.

### Industry

Forward Program

### Employment Type

Full Time

### Working Hours

40 Hours a week

### Responsibilities

- Provide oversight and leadership in implementation of the Forward Program; including Career advancement, Digital inclusion and English at Home services.
- Perform client needs assessments including establishing both short-term and long-term education and employment goals.
- Develop and maintain relationships with community partners including institutions that provide employment opportunities, apprenticeships, internships, and job shadowing.
- Provide training and supervision of AmeriCorps members, interns and volunteers on the implementation and delivery of Forward Program services.
- Provide one-to-one college and financial aid counseling to refugee and immigrant clients, including assistance with college applications, FAFSA, Foreign Credential Evaluations, and the application process.
- Provide one-to-one career counseling
- Coordinate and facilitate vocational and educational workshops for clients
- Oversee the Forward Cohort Certificate Course, including coordinating on advertisement, recruitment, intake, and one-to-one sessions; with supporting 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) areas of the program.
- Maintain accurate program data accounts in Salesforce and Excel dashboards and analyze for program effectiveness.
- Ensure programs are compliant with grant requirements.
- Attend required meetings and trainings.
- Other duties as assigned.
- 

### Qualifications

- Bachelor's Degree in Education or related field, a minimum of two years of Adult Education preferred and/or experience teaching adults; solid grasp of

adult learning principles and practices.

- Knowledge of and ability to establish and maintain relationships with local vocational institutions such as training programs, businesses interested in employing refugees and immigrants, chambers of commerce, etc.
- 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 program staff, AmeriCorps Members, interns, and volunteers.
- Ability to work in a fast paced, dynamic environment.
- 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.

### **Job Benefits**

This is a full-time, salaried position with a salary range of \$47,000- \$52,000 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).