Site Manager, English as a Second Language
Position Description

Position Summary

English as a Second Language (ESL) Literacy Program matches UConn students with non-English speaking individuals in the local area within a classroom setting. Participants help ESL clients develop English language communication skills. Site managers are responsible for the site-specific management and coordination of a designated Community Outreach (CO) program or project. Specific tasks and obligations for each program vary depending on the program; however, the following responsibilities are required of all site managers.

Major Duties and Responsibilities

A. Program Management and Development
   • Review mission statement and revise as needed
   • Develop appropriate goals
   • Contact and meet accordingly with site supervisor(s)
   • Serve as a liaison between participants and site supervisor(s)
   • Implement service activities that meet the self-identified needs of clients; create appropriate materials, engage participants in service delivery, and access external resources as needed
   • Communicate and meet regularly with designated CO staff member, ESL program director, and site supervisor(s)

B. Volunteer Management
   • Recruit, screen, train and support volunteer and work study participants
   • Prepare participants through orientation and training workshops to achieve program’s objectives; organize meetings, develop training materials, and facilitate activities
   • Provide ongoing monitoring and supervision of participants
   • Communicate regularly with participants regarding scheduling, transportation, activity planning, payroll, and other related program functions
   • Recognize participants for their contributions
   • Organize opportunities for participants to reflect on their experiences

C. Administrative Tasks
   • Attend all related CO meetings, trainings, seminars, and workshops
   • Manage any financial or other resources including budgeting, purchasing, and tracking
   • Collect and update data related to programs, membership, and service hours
   • Schedule and monitor transportation
   • Represent CO at University classes, meetings, or events
   • Perform other related duties and activities to support the program and the Office of Community Outreach, as needed

D. Program Participation
   • Program Directors are expected to participate in their program on a regular schedule as decided with their staff supervisor
Qualifications

A. Minimum Qualifications:
   • Strong interest in and commitment to community service
   • At least one year related experience working with ESL clients in tutoring or other capacity
   • One semester or more of related experience in a leadership and/or supervisory position
   • Ability to positively represent CO to the University and external community
   • Proficient interpersonal, relationship, and partnership building skills
   • Ability to effectively convey oral and written communication
   • Strong organizational and administrative skills
   • Demonstrated basic knowledge and skill in the use of personal computers and basic software programs such as Microsoft Office Word and Excel
   • Ability to work independently, assess programmatic needs, and develop creative solutions
   • A strong appreciation for, as well as willingness to work with and support, demographically diverse and traditionally underrepresented and oppressed groups (e.g. race, cultural, gender, ability, and sexual orientation)
   • Capacity to facilitate individual and group supervisory meetings including conflict resolution/problem solving
   • Willingness to work irregular and flexible hours including evenings and weekends
   • Student must not be on academic probation in accordance with the Department of Student Activities Student Leader Eligibility Policy (less than a 1.8 semester GPA for 1-23 credits, or less than a 2.0 semester GPA for 24+ credits)

B. Preferred Qualifications:
   • At least one semester experience with ESL Family Literacy Program
   • One year related experience in a leadership and/or supervisory position
   • Excellent computer skills with an emphasis on Microsoft Office Word, Publisher, and Excel

Commitment

• Full academic year commitment is required
• Participation in CO training in August the week before Fall Semester begins
• 10-12 hours per week; exact hours and schedule will fluctuate and are flexible to student’s academic schedule
• Ability to maintain academic standing in accordance with the Department of Student Activities Student Leader Eligibility Policy (1.8 semester GPA or higher for 1-23 credits, or 2.0 semester GPA or higher for 24+ credits)

The University of Connecticut is an Equal Opportunity Employer and supports all state and federal laws that promote equal opportunity and prohibit discrimination. In keeping with our commitment to build a culturally diverse community, the University of Connecticut encourages applications from women, veterans, people with disabilities and members of traditionally underrepresented populations.