

# Literacy Now Job Description

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**Job Title:** Area Program Manager

**Job Status:** Salaried, Exempt

**Reports to:** Program Director

**Job Description:** The Area Program Manager is responsible for managing multiple school sites by leading his/her area staff to ensure the Reading Intervention and Parent Partnership programs are delivered with fidelity in a positive environment. In addition, conduct weekly observations with each program at your designated schools; and organize and communicate logistics for all programs (Reading Intervention, Parent Engagement Workshops, Lunch Bunch mentoring program, and school program events) to support the strategic direction for Literacy Now.

**Required Skills:** The Area Program Manager must have at least 2 years of experience in program and team management. The Area Program Manager will have strong verbal and written communication, organization and problem-solving skills, conflict resolution skills, and strong leadership skills, as well as a willingness to be part of a team and create harmony and unity amongst his/her team. The Area Program Manager must be proficient in Microsoft Suite. Must be able to manage and prioritize multiple tasks, manage large projects, and adhere to deadlines. At least 2 years of experience in managing people and multiple programs/projects, and a Bachelor's degree (education, administration, or related degree) are required. **Must have reliable personal transportation.**

## **Responsibilities Include:**

### **Leadership**

- In conjunction with the Program Director and Instructional Coach, plan and organize professional development for program delivery staff.
- Organize program event dates, meetings, and activities following the mission and goals of Literacy Now.
- Help develop and maintain operating plans for the programs.
- Develop, maintain, and implement evaluation methods to assess program operations and delivery and identify areas of improvement.
- Manage team with a diverse array of talents and responsibilities.
- Be proactive in addressing any program issues work with the Program Director to resolve
- Together with the Site Coordinators, create and maintain a cohesive team, positive work environment where all staff feels valued, supported, constructive communication, flexibility, and openness.
- Communicate with school staff, regularly, for scheduling and planning for all programs.
- Serve as a resource for program delivery staff to help them engage and communicate constructively with students and parents.
- Provide support for motivation and management strategies.
- Under the guidance of the Program Director, the Area Program Manager will convene and lead meetings with principals and teachers to discuss assessments, planning, unusual incidents, concerns, or sensitive information regarding the program,
- Assist with interviewing and selection of new staff members.
- Oversee program delivery staff in orientating them to the school and with school staff.
- In collaboration with the Instructional Coach, lead monthly Site Coordinator and Reading Intervention meetings.

### **Management**

- Manage problems by providing creative and practical solutions.

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- Evaluate team using Job Performance Appraisals. Conduct weekly observations and feedback sessions with your team. Review appraisals with the Program Director.
- Under the guidance of the Program Director, contribute to decision-making regarding coaching and progressive counseling.
- Ensure that all Literacy Now systems, policies & procedures are followed.
- In consultation with the Program Director, ensure that incidents and issues are addressed promptly as outlined under Guidance Methods in the Literacy Now Staff Manual.
- Monitor program goals, monthly.

## Administrative

- Ensure ALL program records and reports are submitted promptly, as required.
- Collect and report all required data for Reading Intervention students from interventionists from each program site that she/he is responsible for.
- In collaboration with the Program Director, analyze data and prepare BOY, MOY, and EOY reports.
- Coordinate any special visitors' schedules with the school, under the guidance of the Program Director.
- Participates in planning and implementing program goals.
- Track program delivery staff attendance.
- Arrange coverage for program delivery staff when absent.
- Communicate mentors' absences to school contact.
- Manage an online tracking system, Salesforce, for your sites and provide technical support to the Site Coordinators with the system.
- Provide goal tracking updates, monthly, to the Program Coordinator.

## Other General Responsibilities

- Additional duties as assigned
- Attend professional development trainings assigned/required by the Program Director.
- Ensure the Literacy Now programs maintain the highest standards and quality programming.
- Ensure the safety of children always.
- Be a good role model and always display strong character values and respect for students, coworkers, and faculty.
- Arrive at work on time with a positive attitude and ready to work.
- Attend all meetings and trainings.
- Respect and abide by all policies and procedures set forth by Literacy Now. Read your employee manual.
- Wear appropriate attire – jeans may be worn in the Literacy Now office but not when attending school site meetings or conducting volunteer training.
- Continue professional growth by attending courses, asking for feedback, and reading professional literature; to share information with staff.
- Receive constructive criticism with an attitude that indicates a willingness to improve and be open to new ideas. Respectfully give feedback.

## Safety & Risk Management

- In-house trainings must be complete before working with youth.
- Staff should be aware that all information published on a blog or public website (Facebook, etc.) is publicly accessible. You are advised to be mindful that the information you post on the internet will likely be seen by the Literacy Now Houston community members and could reflect poorly on your character. Therefore, information posted on public websites that reflects poor character values is putting your job at risk.

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- Staff may not be alone with or have contact with children they meet in Literacy Now Houston programs outside Literacy Now Houston. This includes babysitting, sleepovers, riding in cars, conversing on the phone via spoken word or text, through online media, or inviting children to their homes

### Work Schedule

The Area Program Manager is a part-time position, 30 hours a week, running from the 1<sup>st</sup> Monday of August through the Friday before Memorial Day. Office hours are determined in collaboration with the Program Director. The schedule must be flexible due to unforeseen circumstances and some night hours are required to assist with programs, events, staff social activities, and deadlines. Written approval, from the Program Director, must be obtained (at least 1 week in advance) if regular office hours need to be adjusted due to evening and/or weekend events.

The schedule may change due to unforeseen circumstances. The above schedule may not contain all mandatory training and meeting dates. By signing below, the Area Program Manager understands and accepts all rules and responsibilities of the job described above.

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Employee

Signature of Employee

Date