

Job Title	Program Coordinator
Employer/ Agency	Literacy Advance of Houston
Job Description	<p>The Wilcrest Program Coordinator has the following responsibilities:</p> <ul style="list-style-type: none"> • Coordinate, under the direction of the Wilcrest Program Manager, day-to-day volunteer tutor and learner activity – new class formation; matching of learners and tutors; monitoring attendance; conducting pre- and post-tests; dissemination of information; and responding to volunteer and learner requests for information and support, • Conduct New Student Registration and assist with learner intake and assessment processes, • Carry out all forms of student communications – in person; telephone; emails, as well as contributing to wider forms of student communication such as web-based communication and student announcements, • Provide secondary front-of-office support, including answering phones and covering front desk from time to time, • Represent the student perspective in internal and external discussions, • Contribute to the overall development of programs and services, Contribute new ideas and concepts for program themes, materials and resources to supplement, expand or replace existing program components, • Participate in discussions and reporting on progress, trends, and appropriate recommendations or conclusions, • Ensure compliance with all procedures and policies, • Contribute to agency discussion and planning for current and future program services, • Pro-actively report program challenges and proposed solutions to Wilcrest Program Manager, • Enter and collect data, compile reports, and assist in accurate record keeping, • Plan and assist with execution of learner/volunteer events, • Demonstrate pro-active approach to continually learning about adult and family literacy and keeping abreast of new information in the field, • Participate in Literacy Advance community events as needed, Participate in staff meetings and professional development opportunities, and • Perform other duties as assigned.
Qualifications	<ul style="list-style-type: none"> • A Bachelor’s degree is required; an emphasis in adult education, social services, or a related field is preferred. However, all disciplines will be considered. • A qualified candidate will be fluent in English and Spanish, able to communicate effectively in both languages both verbally and in written communications. • In addition, at least two years of professional work experience is

	preferred.
Salary/Hours	<ul style="list-style-type: none"> • This is a full-time, non-exempt position based at our Wilcrest office location in west Houston. This position is eligible for health and dental benefits, as well as a PTO accrual of 5 hours per pay period for a total of 120 hours annually. • Evening and weekend work will be required. • Occasional visits to our community partner locations and our Bay Area or Waller County offices may be required and reliable transportation is also necessary, with mileage and expenses reimbursed according to agency policy guidelines. • Starting salary is \$32,000, with final salary depending on experience and qualifications.
Employer/Agency	Literacy Advance of Houston
Address	2424 Wilcrest Drive, Suite 120
City, State, Zip	Houston, TX 77042
Contact Person	Heather Keane
Contact Title	Wilcrest Program Manager
Telephone Number	713.266.8777
Email Address	HR@literacyadvance.org
Application Method	To apply, send resume and cover letter describing your qualifications, including your bilingual abilities, to HR@literacyadvance.org . No phone calls please.
Opening Date	Available now.

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