



Project Adult Literacy Society

Literacy for English Language Learners Program Assistant

JOB DESCRIPTION

JOB TITLE: Program Assistant

PROGRAM: Literacy for English Language Learners

REPORTS TO: Executive Director

LAST UPDATED: May 24, 2023

OVERVIEW:

The Literacy for English Language Learners Program (LELL) is for adults who do not speak English as their first language and want to improve their reading, writing, speaking and listening skills. Learners receive instruction from trained volunteer tutors two hours weekly.

The LELL Program Assistant works closely with the Program Coordinator to provide support to volunteer tutors and learners, assist with tracking learner outcomes, and maintain program records.

KEY AREAS OF RESPONSIBILITIES:

Program Management

- Assist the Program Coordinator to meet the highest standards of performance as set by the Society
- Implement the policies of PALS
- Assist with maintaining program data
- Work with Program Coordinator to ensure learner and volunteer needs are met

Program Delivery

- Create welcoming and safe environment for learners and volunteers
- Assist Program Coordinator with learner intake and matching tutors and learners
- Provide support to the match and be a resource person for tutors and learners
- Encourage learners and volunteers to engage with the organization and team
- Be knowledgeable of all materials available to tutors and learners

Community Engagement

- Present a professional image of PALS in all public relations activities and promote the society in the community
- Support and participate in fundraising activities

Other Responsibilities

- Attend and participate in staff meetings
- Other duties as assigned in a consultation process with the Executive Director

QUALIFICATIONS:

Education: Post-secondary education in Education or Human Services is preferred

Skills and abilities:

- Understanding of adult learning principles
- Adaptable and flexible to changing needs and funding requirements
- Collaborative approach in working with colleagues, volunteers, and learners
- Strong communication skills
- Ability to be a creative problem solver
- Strong organizational and prioritization skills to manage diverse responsibilities
- Demonstrated skills and abilities in conflict management
- Ability to work with people from diverse backgrounds and experiences
- Ability to be a good active listener
- Empathetic and understanding of ever-changing needs of individuals

Experience:

- Experience working with adult learners
- Experience with English Language Learning and implementing effective adult education strategies
- Experience with the Canadian Language Benchmarks levels
- Experience overseeing and supervising volunteers
- Experience with current productivity tools such as Microsoft Office and SharePoint

Other requirements:

- A strong commitment to upholding the guiding philosophies, values, and beliefs of PALS
- Criminal Record and Vulnerable Sector Checks (results will be reviewed on a case-by-case basis)