



# Project Adult Literacy Society

## Literacy Program Assistant

### JOB DESCRIPTION

**JOB TITLE:** Program Assistant

**PROGRAM:** Literacy

**REPORTS TO:** Executive Director

**LAST UPDATED:** May 24, 2023

### OVERVIEW:

The Literacy Program is for adults who want to improve reading and writing skills to use printed information in everyday living. Learners are matched with a tutor one-on-one or in a small group according to their schedules and learning needs.

The Literacy 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 foundational reading and implementing effective adult education strategies
- 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)