



St. Nicks Alliance

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JOB DESCRIPTION:

Job title: **Adult Education Program Manager**

* Candidate must be able to report to the office Full-Time 5-days a week to support Adult Education In-Person

REPORTS TO: Director, Workforce Operations

POSITION OVERVIEW:

St. Nicks Alliance Adult Education seeks a successful experienced Adult Education Program Manager candidate who will provide in-person program management, strategic planning, and oversee direct services for the Adult Education Department and ensure that the Adult Ed unit is providing administrative and transformational coaching services to program participants. This person will also help to innovate the Adult Ed Program unit and seek to expand programming and funding and will collaborate across the workforce to contextualize adult education and integrate computer/digital literacy.

Adult Education Program Manager is responsible for supervising the entire Adult Education unit (staff and instructors), providing strategic oversight and the tools and resources needed to help individuals achieve educational (ESOL, HSE, and ABE) goals and opportunities for financial stability. Adult Education Program Manager is responsible for ensuring that funding partner contractual goals (DYCD and NYSED) to serve 560 students annually are met including spearheading program recruitment, program registration and Enrollment in compliance with funder metrics. This high-level supervisory role will play a critical role in managing relationships with St. Nicks Alliance partners including the NYC DOE. The Adult Education Program Manager will ensure data integrity and oversee timely data entries by program staff into DYCD Connect, ASIST, and St. Nicks ETO Database which are used to document, track and monitor the progress of clients enrolled into programs.

Adult Education Program Manager plays a critical role in ensuring that contractual goals are met, conducting outreach, managing relationships with the DOE and funding partners, overseeing entries into DYCD Connect, ASISTS, and St. Nicks ETO database which are used to help track and monitor the progress of clients enrolled into programs.

Help to collect, analyze and apply data to our daily operations to both increase student satisfaction and retention.

DUTIES INCLUDE:

- Provide Program Management and strategic oversight for the entire Adult Education unit.



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- Develop and Drive Outreach Strategy for Recruitment, Enrollment, Contract/Class Placement, and Program Retention to support 560 students during the course of the school year.
- Prioritize and Lead the strategic and timely marketing outreach to former and potential Adult Ed students with the return to in person classes.
- Oversee all Adult Ed program staff and St. Nicks Alliance Instructional staff and assists with timely recruitment for vacant positions.
- Meet NYSED and DYCD Contractual goals of enrolling 560 students annually for ESOL, HSE, and ABE including recruitment, retention and achieving Average Daily Attendance (ADA) and improving HSE pass rate.
- Target recruitment efforts on students wanting in person learning and those students who stopped adult education classes during the pandemic who favor in person over online learning.
- Ensure timely contractual compliance with NYSED and DYCD contractual goals.
- Ensure Case Management staff are providing Transformational Coaching and program retention support to their assigned caseload.
- Work with the Director of Workforce Operations to develop supportive programming to help students achieve their educational goals.
- Manage NYC DOE OACE partnership Provide Oversight to DOE Staff along with Director.
- Supervise all Adult Ed Case Managers from DYCD and NYSED contracts.
- Manage communication and supervision support for all NYSED ESOL instructors.
- Provide support as needed to DOE OACE administrators, instructors, and paraprofessionals.
- Support to manage the Caseload of 280 ESOL students on the NYSED contract.
- Build excellent student rapport.
- Provide support and data analysis for all Adult Education programming and inform Director Of Workforce Operations of any discrepancies.
- Ensure Client Tracking systems: ETO, ASIST, HRA and other in-house database systems are updated on a weekly basis.
- Ensure All potential students, current students and partners receive timely responses and support.
- Ensure all pre and post testing is completed for all enrolled in person.
- Monitor in Person Classroom Activities and any online classes.
- Coordinate Teacher's Professional Development, and assist Director with general program operations.
- Provide administrative support for the department, including daily database entry in multiple systems, preparation of records and reports; maintenance of hard copy and electric filing.
- Oversee and ensure that participant's folders are complete; including copies of identification, documents and case notes.
- Ensure New Students are provided orientation.
- Troubleshoot classroom and technical issues for St. Nicks Alliance ESOL and DOE Instructors.



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- Schedule training for Adult Education staff and Administer BEST Plus 2.0 and BEST Literacy assessment exams.
- Ensure that all potential and new students complete initial intake on their first visit to the Workforce Center.
- Administer one on one-assessment interviews for each new participant on caseload, assessing participant's education and work history, need for support services, career preferences and barriers to meeting education outcome.
- Ensure that monthly and annual funder reports are completed.
- Coordinate small group counseling workshops at least once every 3 months.
- Facilitate class placements for ESOL.
- Assist Director in monthly dashboard reports.
- Assist Director with preparing reports/audits for funders.
- Collaborate with City agencies, Funders, and Community Partners to complete required documents and provide required program signatures.
- Organize, monitor and conduct Post-testing for all ESOL classes.
- Pull-reports for all NYSED data based systems and monitor upkeep.
- Maintain good organizational and time management skills to ensure completion of all tasks.
- Interact with funders as needed; assist with site visits.
- Timely record keeping and quality assurance for compliance with the requirements of various funding sources.
- Attend regular supervision meetings with the Director.
- Perform other duties as assigned by the Director.
- Participate in program meetings and RAEN training/professional development.
- Collaborate with our Workforce Managers/Coordinators to facilitate referrals for other services within Workforce as needed.
- Promote Workforce Employment and Skills Training opportunities to Adult Education students and alumni.
- Help to continue to support the evening and Saturday Computer classes in partnership with DOE.
- Work with Director and Workforce Colleagues to better incorporate Workplace Success Job Readiness Training into classes.
- Contribute to research and writing proposals for adult education grants.
- Set a weekly coverage schedule and review with the Director of Workforce Operations.
- Be available to work some evenings and occasional Saturdays.

Qualifications:

- Must have a Bachelor's Degree in Education or related field, MA strongly preferred.
- Bilingual (Spanish, English) is Highly Preferred.
- Excellent organizational and interpersonal skills
- Strong communication, writing and computer skills.
- Knowledgeable about adult education programs.



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- Skilled at supporting both in person and remote learning with experience using online platforms for virtual support.
- Knowledge of community resources and counseling with high risk populations.
- Ability to motivate others towards achieving goals.
- Ability to learn new software, applications and systems quickly.
- Excellent computer skills, with the knowledge of excel spreadsheets, Zoom, Google Classroom, ASIST, DYCD Connect and ETO.
- Ability to work both independently and as a team with an equal amount of focus and enthusiasm.
- Ability to lead and provide clear directions and guidance.
- Familiarity with BEST Plus 2.0 and TABE preferred.
- Strong sense of and respect for confidentiality involving both clients and fellow employees.
- Ability to work with culturally diverse individuals, bringing a non-judgmental approach to counseling and casework while maintaining a clear sense of boundaries.
- Ability to Multi-Task to support organization, funder, partners and client goals.
- Ability to Work in Person in the Office 5 days a week. Also, availability to work 2 evenings a week and occasional Saturday as needed.

How to apply

Please submit a thoughtful cover letter and resume to snaworkforcehr@stnicksalliance.org with Adult Education Program Manager in the subject line. Visit www.stnicksalliance.org to learn more about the organization. Please no phone calls.

St Nicks Alliance is an Equal Opportunity Employer.

Salary: \$65,000-\$75,000