

**Nationalities Service Center**

**Education Program Coordinator**

Nationalities Service Center (NSC) is a non-profit organization that provides social, educational, and legal services to immigrants and refugees in the greater Philadelphia area. Our strength lies in the diversity of our clients and services. Since NSC’s founding in 1921, our mission has been to help immigrants and refugees participate fully in American society. Each year, we help approximately 5,000 individuals from over 100 countries.

**Position Overview**

The Education Program Coordinator is responsible for supporting English language learning within NSC. Responsibilities for this position include teacher observation and assessment of volunteers for continuation with the program as well as updating volunteer files. The Education Program Coordinator will support off-site training opportunities and partnerships that will lead to expansion in the Education Program.

The Education Program Coordinator reports to the Senior Manager of Economic Empowerment and participates in department activities as necessary.

## **Essential Functions**

* Oversee the quality of educational programming at NSC, including teacher selection, evaluation and update of teacher files.
* Oversee the recruitment, training, and ongoing access to continued education for volunteer ESL teachers.
* Ensure that all teachers are well-prepared and have all necessary materials.
* Maintain consistent communication with teachers to ensure agency updates and best practices are shared in a timely manner.
* Maintain complete course descriptions and lesson plans for all ESL classes.
* Conduct outreach within immigrant communities to recruit students.
* Communicate with students to facilitate their progress through the program; respond to student concerns, and refer them to other NSC services, as needed.
* Evaluate results of the pre and post-testing of ESL students.
* Work with Senior Manager to expand off-site training and education opportunities.

**Non-Essential Functions**

1. Adheres to NSC’s security guidelines and ensures the appropriate handling of sensitive information.
2. Attends relevant staff meetings to promote communication and execution of goals.
3. Other duties as assigned within the scope of position expectations.

**Knowledge, Skills, and Abilities**

1. Understanding of NSC’s educational goals and objectives and ability to work and contribute as part of a larger team.
2. Knowledge of linguistics and best practices for teaching ESL and for Teaching English to Speakers of Other Languages (TESOL).
3. Knowledge of principles of adult learning.
4. Ability to effectively collaborate and communicate with students and volunteers from diverse multicultural backgrounds and various degrees (or lack thereof) of formal education and skill levels.
5. Knowledge of issues affecting teachers and ability to effectively train, supervise, and problem solve.
6. Knowledge of issues affecting non-native speakers of English and ability to advocate for the immigrant community.
7. Ability to develop and maintain positive relationships with the community in support of programs and activities.
8. Ability to communicate effectively in writing and verbally to clients, members of the community, teachers, and students.
9. Ability to manage multiple tasks by carefully setting priorities, meeting deadlines, and scheduling time efficiently.
10. Understanding of computer operations and ability to use a variety of common software programs, including Microsoft Office.
11. Ability to organize tasks in an efficient manner and to follow up and follow through with strong attention to detail in a fast-paced environment.
12. Strong interpersonal skills, as demonstrated by compassionate, courteous, cordial, cooperative, and professional interaction with diverse groups of coworkers, educational institutions, and the community at large.
13. Adherence to all NSC policies and procedures.
14. Attendance at all NSC in-services, as required

**Minimum Experience:** 3+ years of experience teaching in an ESL/EFL environment required; 3+ years of experience supervising teachers and/or volunteers in adult ESL highly preferred; 2+ years of experience supervising teacher trainers highly preferred; 2+ years of experience in an adult ESL program management role in a non-profit setting highly preferred.

**Minimum Education:** BA/BS degree from an accredited college or university with a concentration in a related field of study is preferred.

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee will frequently stand; walk; sit; use hands to finger, handle, or feel objects, tools or equipment; reach with hands and arms; balance; talk or hear. The employee will occasionally climb stairs; stoop; kneel; crouch or crawl; taste or smell.
2. The employee must occasionally lift and/or move up to 25 pounds.
3. This position will assist with setting up, pushing, pulling, and breaking down of tables, chairs, computer equipment, and other items at the beginning and end of each day.
4. Operate general office equipment with frequent work at a computer workstation.
5. Specific vision abilities required by the job include frequent reading and close vision; distance vision; color vision; peripheral vision; depth perception; and the ability to adjust focus.

### Work Environment

The work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. The noise level in the work environment is frequently high.
2. Although work is primarily indoors, you may be required to travel outside to community and social service locations.
3. Position may require occasional trips to attend conferences seminars, and meetings.
4. Work outside of traditional work hours may be necessary based on operational and agency needs.

**Hours:** Monday – Friday, 40 hours per week, flexibility needed

**Salary:** commensurate with experience as well as a generous, comprehensive benefit package.

**How to Apply**

Please email detailed letter of interest and résumé to jobs@nscphila.org. Application deadline is June 25, 2019. Please no phone calls.

Nothing in this position description restricts management’s right to assign or reassign duties and responsibilities to this job at any time.

NSC does not discriminate in employment because of age, sex, race, religion, national origin, and sexual orientation or for any reason not relevant to the qualifications of the position.