



354 HOGAN ROAD
BANGOR, ME 04401
APPLY AT HR@LVBANGOR.ORG

Service Coordinator
20-hours a week

General Responsibilities:

This position is responsible for supporting adult basic literacy and English language learners.

Specific Duties:

- Recruits students through outreach efforts and existing and potential partners/collaborators.
- Conducts intake and orientation process for new students; recommends additional community supports or educational programs and provides referrals as needed.
- Conducts assessments, including pre- and post-testing; collaborates with local Adult Education offices or other program partners to share assessment data where appropriate.
- Works closely with Program Manager to match learners with tutors and support those matches; provides tutors with helpful indications and insights about students' current literacy situation.
- Maintains collaborations to enhance services for student; helps to grow and disseminate bank of educational, community, and social service resources. Identifies barriers faced by students.
- Implements additional programming to include: New Books, New Readers; Literacy Labs; English Conversation Groups; and related opportunities to benefit literacy students.
- Identifies strategies for additional volunteer support to expand or enhance organizational capacity to serve adult students.
- Advises curriculum development and lesson plans for tutors and their students; researches specific materials as needed.
- Pilots or field tests student curriculum as applicable.
- Maintains paper and electronic records of current and past students.
- Assists with data collection, including Student Feedback Surveys and Annual Student Reports.
- Helps promote Literacy Volunteers' mission by serving as an ambassador within the community: identifying speaking opportunities, potential stakeholders, and relevant stories of volunteers and students, and media opportunities, including social media.
- Provides support for the Annual Celebration, Toolkit for Tutors & Teachers, Literacy Tea,

and other special events.

- Works toward annual goals consistent with board-approved strategic plan.

Qualifications:

- Associate's degree in human service-related field or equivalent experience with nonprofit, social service, or educational organizations is required.
- Experience as a literacy volunteer with an understanding of functional literacy is preferred; employee must complete literacy tutor training within six months of appointment.
- Demonstrated ability to work independently and also work effectively with diverse groups; excellent customer service skills and responsiveness to internal and external clientele.
- Proficiency in standard office technology (e.g., Microsoft Office Suite) is required; working knowledge of database software is preferred.
- Demonstrated respect, consideration and acceptance of others, regardless of their economic status, national origin, race, religion, physical ability or intellectual capacity.
- Detail-oriented and adaptable; solves problems; analyzes issues and makes decisions.
- Communication: excellent verbal and written communication skills.
- Maintains confidentiality of student, volunteer, and donor information.

Responsible to: Program Manager

Working Conditions and Compensation:

- This is a part-time position of 20 hour per week.
- The work schedule is flexible and may include occasional evening or weekend work as necessary.
- Use of private vehicle for travel within state, primarily in the greater Bangor area, expected. Mileage reimbursement at standard business mileage rate.
- Personal/sick and holiday paid time off are included.

In complying with the letter and spirit of applicable laws, LV-Bangor accepts volunteers, employees, and students without discrimination on the basis of a person's race, religion, color, age, gender, national origin, citizenship, physical or mental disabilities, political beliefs, marital or familial status, sexual orientation, veteran status, or other classification protected by law.