



POSITION DESCRIPTION

Position Title: Adult and Youth Education Coordinator
Department: New American Program
Status: Full-Time, Non-Exempt
Reports to: New American Program Director
Location: Springfield-based

Jewish Family Service of Western Massachusetts is seeking a Coordinator for Adult and Youth Learning to join our multicultural New American Program team. This position will support refugee families by providing strength-based interventions to support refugees on their personal, learning and career paths. More specifically, this position will support refugee transitions from arrival to pre-employment and 'survival' English language training to employment and facilitate connections between refugees and local adult education, career training, and community college opportunities. This is a great position for a creative problem-solver who enjoys working on a variety of projects in a busy social service agency. This position will report the New American Program Director and support the resettlement, education, and employment programs for New Americans in and around Springfield, MA.

Responsibilities:

- Develop learning plans and pathways with refugee clients in conjunction with the Employment Coordinator and Resettlement Coordinator.
- Build and maintain strong partnerships between JFS and education, training and literacy focused organizations in and around Springfield. Coordinate with partners to plan programs to meet shared goals.
- Develop or adapt and implement refugee virtual ESOL training and teaching tools and resources.
- Develop or adapt and implement volunteer training and teaching tools and resources for volunteer Learning and Technology Coaches.
- Train and supervise volunteers within youth and adult learning programs.
- Design and implement pre-employment and work skills curricula in coordination with JFS staff to be delivered through volunteers.
- Coordinate with JFS staff to onboard new learners to available learning programs and associated technology.
- Track data related to client enrollment, attendance, and other relevant information as required by NAP Program Director.
- Other duties as assigned by the New American Program Director

Qualifications:

- Experience with adult learners or refugee populations, ESOL teaching experience and curriculum development, related degrees strongly preferred
- Volunteer training and supervision experience strongly preferred
- Demonstrated experience building and maintaining partnerships
- Organized with great attention to detail and great flexibility
- Able to work independently and effectively as a team member in a fast-paced environment
- A car/driver's license and ability to work from JFS Springfield office when the office is open to the public
- Experience working with non-native English speakers and people from a variety of cultural backgrounds. Experience with refugee populations preferred
- Strong computer skills: MS Word, Excel, PowerPoint. Experience with graphic design preferred.
- Experience with and comfort using mobile learning and communication apps, such as WhatsApp and Zoom
- Responsible, able to work independently and professionally
- Strong oral and written communication skills

To apply, please send cover letter and resume to Mary Petrone, Human Resource Administrator at m.petrone@jfswm.org.