

**TACOMA
COMMUNITYHOUSE**
IMMIGRATION • HOUSING • EDUCATION • EMPLOYMENT • ADVOCACY

TCH • REACH CENTER



JOB DESCRIPTION

POSITION TITLE:	Education Services Manager	DEPARTMENT & FUNDING	Education/SBTCT
EMPLOYMENT TYPE:	Regular, Non-exempt	REPORTS TO:	Director of Workforce Development
FTE:	100%	SALARY:	\$59,000-\$63,000

JOB SUMMARY:

Tacoma Community House is a highly regarded, community-driven service center dedicated to supporting immigrants, refugees, and individuals from the South Sound community in their quest for personal growth and empowerment. Established in 1910, we have been instrumental in equipping numerous individuals with the necessary skills to adapt to a new culture and achieve remarkable personal and professional accomplishments. Through our comprehensive programs and services, we inspire and enable individuals to forge their own paths to success and fulfillment.

Our Education Department provides year-round, Monday through Thursday, direct instruction to students of diverse backgrounds. Through our English Language Acquisition (ELA) classes, we help adults enhance their English listening, speaking, reading, and writing skills, fostering their integration into society. Additionally, our Adult Basic Education (ABE) program aims to elevate students' employment prospects or prepare them for their GED tests by refining their reading, writing, and math competencies. Moreover, all our programs include essential computer use instruction, equipping students with the technological proficiency essential in the fast-paced 21st century.

As the Education Services Manager, you will play a pivotal role in leading the Education department. Your responsibilities will encompass the day-to-day supervision of staff and direct services, ensuring the smooth operation of our ELA, ABE, and GED programs. You

will have the opportunity to shape the long-term direction of these programs, steering them towards continuous growth and excellence. Moreover, you will continue to engage in classroom GED instruction and related duties, staying connected to our students' needs and experiences.

A key aspect of your role will involve diligently monitoring compliance with contracts and funder requirements, safeguarding the sustainability and integrity of our initiatives. Your adeptness at managing resources and coordinating various aspects of the Education department will contribute to the overall success of our organization.

KEY RESPONSIBILITIES:

Teaching-

- Provide GED or ELA class instruction for 8-12 approximately 8-12 hours per week
- Prepare lesson plans and curriculum accordingly
- Maintain records for student attendance, testing, and quarterly conferences

Supervision –

- Supervise and mentor staff, providing feedback and direction, setting structure and expectations, and making recommendations relating to staff performance
- Oversee selection of new staff, interns, and volunteers
- Assess staff needs and provide professional development opportunities

Program Planning, Development, and Implementation –

- Participate in agency planning, collaborative projects, and decision-making activities, providing feedback and strategies for development on program outputs, outcomes, and results
- Research best practices and recommend policies for TCH regarding program services
- Collaborate with funders and other agency partners on planning, developing and overseeing programs and services
- Coordinate and mobilize resources for projects through proposal writing and advocacy activities

Performance and Contract Management –

- Monitor compliance for contracts associated with programs and staff performance
- Evaluate program and departmental performance to optimize outcomes
- Monitor program budgets and approve program expenditures

- Oversee the use of funder and internal data management systems
- Prepare reports and billing documentation for funding sources
- Oversee site monitoring visits from funders and performs site monitoring visits of subcontractors
- Substitute teach classes as-needed

Community Engagement –

- Actively develop community partnerships that enhance and align with the TCH Mission and goals
- Advocate for target population needs at local and state level meetings

Other duties as assigned

REQUIREMENTS

Personal –

- Deep respect and compassion for underserved communities and adult learners
- Commitment to inclusivity and equity, as a goal and an approach
- High degree of emotional maturity and cultural competence
- Affinity for and ability to establish rapport with diverse groups of people
- Detail-oriented with high level of accuracy
- Dedication to maintaining confidentiality and the ability to determine how it must be applied
- Desire to innovate and implement ideas resourcefully, as an individual contributor and within the team
- Willingness to admit mistakes and learn new things
- Ability to work well under pressure, to rapidly assess problems, to develop solutions, and to deploy limited resources effectively

Experience & Skills–

- Bachelor's degree in social services, education, or related field (master's highly desired)
- Experience and/or knowledge of teaching and methods of instruction for adult education
- Knowledge of principles and methods for curriculum and training design, teaching and instruction for adults, and the measurement of training effects
- Knowledge of latest adult teaching methods, assessment theory, and instructional materials

- High level of proficiency using Microsoft Windows and Office Suite, managing databases and keeping records
- Effective oral and written communication skills
- Ability to organize and prioritize multiple projects and meet deadlines
- Ability to work independently in a collaborative team environment
- Ability to work collaboratively with community partners
- Ability to occasionally work a flexible schedule that may include evenings and/or weekends

PREFERRED QUALIFICATIONS

- Bilingual/Multilingual
- Experience teaching adults, preferably immigrants, refugees, and/or individuals needing to enhance their reading and math skills
- Demonstrated experience in curriculum development
- Experience supervising and administering a program
- Experience working with people from diverse cultural, educational, and economic backgrounds
- Demonstrated successful proposal writing experience
- Knowledge of Pierce County resources for low-income populations
- Knowledge of and/or formal training the following areas: Trauma informed care; Vicarious trauma; Equity, inclusion, and anti-racist practices; Cultural competency in issues faced by immigrants, refugees, victims of crime, and LGBTQ individuals

PHYSICAL REQUIREMENTS & WORK CONDITIONS

While performing the duties of this job, the employee is *regularly* required to:

- Remain in a stationary position for extended periods of time
- Operate a computer and other office equipment, such as copy machine or calculator
- Traverse around the building from one room to another
- Access files and/or supplies in cabinets and/or drawers close to the ground
- Communicate with coworkers and with students whose primary language may not be English
- Review electronic and physical data for accuracy

While performing the duties of this job, the employee may *occasionally* be required to:

- Present and/or instruct in front of up to 50 people in a classroom or virtually
- Transport up to 20 pounds at a time

- Access files and/or supplies in tall cabinets
- Use metal fasteners in file folders

This position works indoors, primarily in an office environment with a low level of noise and in a classroom or lobby setting with higher noise levels. This position may have opportunities to work remotely on occasion and/or a flexible schedule, with supervisor's approval and depending on the department's needs.

Tacoma Community House is an Equal Opportunity Employer

In our relationships with staff, our participants, and our community, Tacoma Community House does not discriminate on the basis of race, color, sex, religion, creed, age, national origin, marital or military status, sexual orientation, gender identity, the presence or perception of any sensory, mental, or physical disability, genetic information, or any other status or characteristic protected by local, state or federal law.