

The Immigrant Welcome Center Job Description: BELL Program Coordinator

Department: Programs

Status: Full-time 40 hours per week, non-exempt

Supervisor: Director of English Language Literacy

Salary: \$19-\$23 hourly rate (commensurate with experience and education)

The mission of Immigrant Welcome Center (IWC) is to be a trusted partner and advocate for all immigrants. We are committed to ensuring that our communities are welcoming and have resources so that all immigrants can thrive. IWC team members enjoy a collaborative, ambitious, mission-focused culture; flexibility for home and office-based work; supportive benefits (including health insurance); flextime and time-off arrangements that support healthy integration of work and life demands.

Position Summary

The purpose of the Beginner English Language & Literacy (BELL) Program Coordinator is to support the IWC's English language department by supporting both the Pathway to Literacy program and the English@Work program. It involves providing clients with referrals to English classes, managing student intake and data for Pathway to Literacy program, and coordinating volunteers. It also involves supporting the Manager of English at Work in connecting employers and English Language providers for workplace English classes.

Responsibilities

Pathway to Literacy

- Assisting with referrals and intake of new clients for the Pathway to Literacy classes.
- Communicating and coordinating with partner organizations and classroom teachers to ensure timely placement and ongoing support of clients in classes.
- Maintaining all student, client and volunteer data in Salesforce.
- Assisting with volunteer training, placement, and ongoing support.
- Assisting with events, such as graduation celebrations and teacher training.
- Helping with data collection and analysis for reporting purposes.
- Working on curriculum or assessment resources as needed.
- Possibility of classroom assisting and teaching (commensurate with training).

English@Work

- Supporting Manager of Workplace English in developing partnerships.
- Assisting with employment referrals for clients.
- Collaborating on creating/updating employment resources for clients.

General Organizational Support:

- Meeting with clients (walk-in, help line or online) to connect them to English classes (if they don't qualify for Pathway to Literacy) and other resources.
- Leading the department with Salesforce management and implementation.
- Participating in department and all-staff activities.
- Representing IWC at community tabling events.
- All other duties as assigned.

Success Indicators

Success in this role is indicated by the following:

- Pathway to Literacy clients are placed and supported in classes.
- Awareness of the program is raised through communication with referral agencies, ESOL providers, and volunteers.
- Program data about clients and volunteers is collected in an organized and meaningful way to report to stakeholders.
- The number of clients and volunteers in the program steadily increases as class/teacher as capacity allows.

Work Responsibilities & Requirements

- Works 3 days in the office, 2 days hybrid, where you can be remote or in-person.
- Flexible working schedules, 8-hour shifts. Choose your start time between 8:00am-10:00am, and end time between 4:00pm -6:00pm.
- Evening and weekend work may be required.
- Extensive administrative work on computer and phone.

Required Qualifications & Skills

- Fluent in one other language.
- High School Diploma required.
- Professional and clear communication skills.
- Authorized to work in the United States.
- Experience with Microsoft OneDrive, Google Drive, and Salesforce.

Preferred Qualifications

- Certificates, Bachelors, and post-graduate education.
- Interest or background in English Language Learning/Teaching.
- 2 or more years of full-time work experience in any setting.
- Lived experience as an immigrant (in the U.S. or abroad), or a child of an immigrant.
- Experience serving individuals through professional or volunteer setting.

EQUAL EMPLOYMENT OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER: IWC is committed to promoting diversity, multiculturalism, and inclusion and is proud to be an equal opportunity employer. We recruit, employ, train, compensate, and promote without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, veteran status, or any category protected by law.

This is an immediate opening, applications will be reviewed on a rolling basis.

Please email your resume, cover letter, and references to our COO, Christina Arrom Garza (carrom@immigrantwelcomecenter.org). Subject line should read: Applicant for BELL Program Coordinator.