



Program Manager: Welcome English AmeriCorps

IIC seeks a three-quarter-time Program Manager who will be responsible for managing the grant-funded program and overseeing 18 AmeriCorps members who will be serving at community-based adult ELL programs to implement classes and other learning opportunities throughout Iowa.

Welcome English AmeriCorps, a program of Iowa International Center (IIC), addresses the most significant challenge to adult ELL success – the language barrier. The goal of Welcome English is to engage beginning and intermediate English speakers living in underserved rural and urban areas in evidence-based English language instruction to improve language learning outcomes.

The Program Manager will:

AmeriCorps Member/Host Site Recruitment and Support

- Manage host sites and members, including the application, and placement processes.
- Assess and respond to member needs regarding integration into the host site, AmeriCorps program, and the community.
- Provide support to ensure that activities are in compliance with the program's mission and position descriptions, promote engagement, help ensure service term success and maximize the effectiveness of member placements.
- Assist with the implementation of annual and ongoing AmeriCorps host site, member, and volunteer training, in collaboration with the curriculum director.
- Assist members in record keeping and data collecting systems for required reporting and ensure required reports are completed in a timely fashion.
- Support and communicate with host site supervisors regarding member needs, experience, and related policies/compliance.

Program Administration

- Oversee data keeping, student management systems, and quality control.
- Develop annual feedback process and evaluation plan congruent with the objectives outlined in the AmeriCorps grant requirements.
- Work closely with program funders and host sites to collect and maintain accurate records and complete required reports by deadlines.
- Day-to-day functions including administrative tasks pertaining to payroll, health coverage and other benefits, new enrollments and member exits.

Leadership and Community Partnerships

- Attend all IIC staff meetings, training, and workshops.
- Attend Volunteer Iowa/AmeriCorps meetings and trainings.

- Lead the development and coordination of member-planned service events for national days of service.
- Seek out and secure new partnerships that would benefit IIC, partnering organizations and the community as a whole, in collaboration with community outreach position.
- Build relationship and partner loyalty through creative problem solving, and ensuring meticulous service and support is being given to partners.
- Represent IIC at meetings, panels, and outreach/education events.
- Cultivate trusting relationships with community organizations serving immigrants and refugees.
- Oversee the development of WelcomeEnglishIA.org, social media, and student referral systems

Qualifications:

- Bachelor's degree (preferably in higher education, a social services field, human resources, public administration, or community development) or equivalent combination of education and experience.
- Two years program management experience is highly desired.
- Relevant work experience in national service, service learning and/or civic engagement.
- Excellent oral, written, and interpersonal communication skills.
- Ability to work with people of diverse background
- Self-starter who is detail-oriented with superior organizational skills, including program/event planning and coordination and some financial management of grants.
- Ability to juggle multiple job responsibilities in a fast-paced environment.
- Flexibility to travel and work occasional evenings/weekends.

Eligibility:

- Must pass a three-point background check.

Job Type: Three-quarter time, approx. 30 hours a week; collaborative office environment

Location: Des Moines, IA

Language: A language in addition to English (preferred)

Wages: \$28,000, with PTO, health, and dental coverage. This position is grant-based.

Application Process:

Please send resume, cover letter, and contact information for three references to: Patricia Grote, pgrote@iowainternationalcenter.org