



JOB POSTING

Title: Adult Education HSED Manager – Tri-County

Hours: Full-time

Status: Exempt

Minimum Salary: \$52,700

Posting Date: January 25, 2023

DEADLINE: February 25, 2023

POSITION DESCRIPTION

TITLE:	HSED Program Manager – Tri-County
DEPARTMENT:	Adult Education
DESCRIPTION DATE:	October 28, 2022
PREPARED BY:	Jacob Gorges & Marie Hargrove
APPROVED BY:	Sheila Mayhorn & Yolanda Rocio
REPORTS TO:	Senior Program Director

POSITION PURPOSE: Responsible for the implementation, management, supervision and monitoring of YWCA Southeast Wisconsin's (YWCA SEW) High School Equivalency Diploma (HSED) programming in Tri-County (Racine/Kenosha/Walworth) area. The HSED Program Manager ensures the quality, integrity and reach of YWCA SEW's HSED program.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Staff and Program Management

- Responsible for the implementation, management, supervision and monitoring of all activities within YWCA SEW's HSED Program in the Tri-County area
- Maintains day-to-day coordination with Milwaukee-based operation to maximize options for students and outcomes for the organization
- Manages, plans and coordinates the work of program staff including supervision, evaluation, training and team building
- Manages day to day and strategic relationships with United Way of Racine County's Community Schools initiative and community-based organizations/partners
- Compiles, analyzes, and reports on data trends in programs to staff and Adult Education Director
- Works in collaboration with Mission Business Analyst to provide outcomes reporting that adheres to YWCA SEW, partner and funder specific requirements
- Monitors staff activity in electronic systems and ensures compliance with expectations.
- Works collaboratively with Adult Education Enrollment and Compliance Manager for seamless coordination of ABE/GED and HSED programs and ongoing pipeline of HSED students
- Creates annual school schedule aligning with public schools, Gateway and YWCA SEW calendars
- Determines staffing allocation for accomplishment of all scheduled program activities
- Facilitates thoughtful advancement/growth of programming, forming partnerships where appropriate, in concert with Senior Program Director
- Works collaboratively with Senior Program Director to design program delivery changes

- Represents YWCA SEW at community activities

Student Success Management

- Develops, implements and evaluates ongoing recruitment and retention strategies to retain and expand the number of students served
- Schedules and delivers coursework and testing associated with the National Career Readiness Credential (WorkKeys/NCRC)
- Works collaboratively with Mission Business Analyst to design and deliver strategies to measure customer satisfaction, i.e., direct observation of services, customer interviews and/or the distribution/collection/analysis of customer surveys
- Delivers instruction as needed
- Promotes knowledge of community resources among students, including standardized communication of FSET benefits
- Works collaboratively with Opportunity Advancement Manager and partners to elevate the integration of workforce and post-secondary opportunities into the HSED experience
- Mediates and resolves concerns and disputes, carefully documenting resolution within appropriate system(s)
- Reviews instructor coursework, examines student portfolios and completes 5.09 HSED credentialing process for review by Senior Program Director

Other duties as assigned

SUPERVISION: Yes

REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions:

- Bachelor's degree or higher required, with the following *preferred*:
 - Major or minor in Adult Education, Elementary Education, Secondary Education, Special Needs Education or the equivalent in related professional experience
- Four years of experience in GED/ABE/HSED program administration and/or instruction
- Wisconsin Technical College System certified instructor
- Knowledge of adult education learning principles
- Knowledge of educational textbooks, publications and other written educational materials
- Blackboard experience or other web-based course management systems
- Experience using a variety of instructional methods including: face-to-face, hybrid, and online/virtual
- Microsoft Office product experience
- Excellent organizational skills
- Excellent oral and written communication skills
- Ability to maintain accurate records
- Commitment to flexible and enthusiastic service delivery
- Experience working with people of diverse cultural and economic backgrounds
- Valid Wisconsin driver's license and insured automobile required
- Commitment to YWCA's mission of eliminating racism and empowering women

- Regularly communicate and provide reports to management regarding the status of the HSED program and any problems or potential problems

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- Noise and stress levels vary dependent on activities and flow of a given day
- Fast-pace
- Occasionally exposed to outside weather conditions

NOTE: *COVID-19 safe work environment accommodations are provided*

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Frequently required to walk
- Frequently required to sit for periods of time in front of computer screen
- Frequently required to talk and listen
- Occasionally required to drive

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

COMPENSATION PACKAGE: Full-time position, offering comprehensive health plan (medical, dental and vision), paid holidays and generous PTO.

HOW TO APPLY: Send cover letter, resume and salary expectations
to: CV@ywcasew.org



Acknowledgment of Receipt of Job Description

I acknowledge I have received a copy of this job description and have read and understand its contents.

Employee Name:
(Please Print)

Employee Signature:

Date: