Adult Education Program
Navigator

Reports to: Adult Education & Career Pathways Program Manager

Supervisory responsibilities: None

Status: Part-time, hourly

Compensation: $25.00 per hour

Location and schedule: 20 hours per week: class sites, office location, remote work

Description:
The Adult Education Navigator provides 1-1 navigation to learners centered on goal attainment and facilitates group workshop instruction on digital skills. In addition, at locations around the Denver area, the Navigator helps to facilitate orientation, registration and assessment sessions and provides services that support adult learners on their path to economic self-sufficiency. Professionalism, communication skills, cultural sensitivity, and adaptability are vital to the success of the Adult Education Navigator. Needs assessment results and information provided by instructors and learners allow the Navigator to identify learner strengths and barriers. The services offered by the Navigator provide learners the stability to focus on achieving their education and employment goals. The Navigator documents learners’ needs, interests, goals and progress. Lastly, the Navigator maintains current knowledge about resources in the community and specific education, training and employment opportunities appropriate for adults who are learning English and/or who are in need of basic skills development.

Qualifications:
REQUERED Competencies and Skills:
• Ability to maintain a positive attitude, build rapport and behave professionally in all interactions with colleagues, learners, and partnering organizations
• Experience helping adults identify strengths and barriers and maximize strengths to overcome barriers
• Experience facilitating group learning activities for adults
• Current knowledge of Denver area services that support the financial stability, health and well-being of low-income adults and families
• Near native proficiency in English language
• Adaptability and ability to work independently
• Ability to respond calmly and professionally in high stress/pressure situations
• Excellent problem-solving skills
• Excellent organizational and writing skills and attention to detail
• Highly proficient user of computers, printers, photocopiers/scanners, projectors, and other office technology
• Highly proficient user of typical office software and applications, e.g. Microsoft Office Suite, Google applications, etc.

PREFERRED Competencies and Skills:
• Experience providing career development services to immigrant and/or refugee youth and/or adults
• Trained in the trauma informed care approach
• Experience helping learners develop and complete education, training and employment plans
• Proficient in two or more languages
• Experience designing and/or delivering training and/or workshops
Essential Duties and Responsibilities:
Direct Services to Learners (60%)
- Establish rapport and build trust with adult learners in Spring Institute’s Adult Education (AE) Program
- Identify and implement evidence-based tools and resources to support learners in developing and completing education, training and employment plans
- Provide human-centered design coaching and advising to learners, which requires meeting outside of scheduled class time at locations convenient for learners
- Facilitate digital skills workshops to adult learners using the Northstar Digital Skills curriculum
- Identify other services and resources that would support learners’ completion of education, training, and employment plans, and ensure learners have necessary information to access the services and resources
- Connect learners to in-house services and programs or external resources that would support learners’ attainment of education, training, employment or other personal goals
- Assist learners with connecting to affordable internet services, obtaining technology devices and following online safety precautions
- Assist instructors with following up with absent learners to maintain high class retention rates

Administrative (25%)
- Participate in AE Program team meetings and instructor meetings
- Communicate regularly with instructors and site liaisons
- Collect required verifiable documentation on learner goal outcomes and enter accurate participant data into one or more data collection and reporting systems in a timely manner; regularly update records with services provided to learners
- Assist with preparation of reports and funding proposals at the direction of the Program Manager
- Assist with preparation for orientation, registration, and assessment sessions

Other (15%)
- Visit community education classes to get to know site liaisons, instructors and learners
- Maintain current list of education and training programs aligned with learners’ needs that includes eligibility requirements and enrollment deadlines
- Assist the Program Manager and Program Coordinator with tasks and projects as needed
- Other duties as assigned

To be eligible for hire:
- Must have U.S. work authorization.
- Must have a valid driver’s license and access to reliable transportation to travel to program sites around Denver.
- Must be able to lift up to 50 pounds.
- Must be able to pass a criminal background check.

The duration of this position is contingent upon the availability of grant funds and/or the end of the grant period, whichever comes first.

Email cover letter and resume to Allie Needham, Adult Education & Career Pathways Program Manager, aneedyham@springinstitute.org. Resumes received without cover letters will not be evaluated. No phone calls.