

## Adult Education & COVICC Navigator

**Department:** Adult Education & Career Pathways

**Reports to:** Adult Education & Career Pathway Program Manager

**Status:** Full-time, non-exempt, salaried position with benefits

**Starting Salary:** \$45,000 - \$50,000, commensurate with experience

**Location:** Hybrid - Office, remote, and community spaces

**Hours:** 36 hours per week

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### **Spring Institute Mission:**

Building a thriving intercultural community through learning, language access, and advocacy

### **Organizational Information:**

Founded in 1979, Spring Institute for Intercultural Learning is a nationally recognized provider of effective intercultural learning programs, language access and advocacy. Spring Institute has grown substantially since its founding to provide a range of services for linguistically and culturally diverse refugees, immigrants, and low-income families from birth to older adulthood. While Spring Institute continues to focus on the core values of adult education, employment, and integration, the organization has responded to the evolving needs of the community being served.

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### **Job Description:**

Spring Institute's is seeking a Program Navigator to assist with two programs:

The Adult Education & Career Pathways program serves adult immigrants and refugees through English as a second language (ESL) instruction and career coaching. Classes take place in community settings in partnership with local organizations, such as Aurora Public Schools.

The Colorado Virtual Immigration Consultation Clinic (CO VICC) provides low-bono immigration legal consultations with a partner legal service provider.

This is an exciting opportunity to make a positive impact on the lives of adult learners and contribute to their personal and professional development.

### **Position Responsibilities:**

#### **Adult Education Navigation (75%)**

- Direct Services to Learners (45%)
  - Build trust with learners
  - Provide coaching and advising outside class time
  - Facilitate digital skills workshops using the Northstar Digital Skills curriculum
  - Connect learners with necessary services and resources
  - Visit adult ESL classes and inform students of navigation services
  - Help learners with internet access, technology, and online safety
  - Communicate with learners to collect documentation needed for grant reporting
- Administrative (30%)
  - Attend team and instructor meetings

- Communicate with instructors and site liaisons
- Document learner outcomes and update records regularly in the Colorado Adult Education database, LACES LiteracyPro
- Assist in report and proposal preparation for grant funding
- Help with ESL class orientation, registration, and assessment preparations
- Maintain a resource bank of education and training programs
- Support the Program Manager and Coordinator as needed, perform other assigned duties

### **COVICC Program (25%)**

- **Consultee Intake & Consultation Coordination (20%)**
  - Intake & initial response - serve as the first point of contact via phone & guide participants through all the process steps
  - Provide clear instructions for submitting payment & track payment methods
  - Assist participants in registering for consultations through COVICC platform, coordinating appointment times, consultation details & ensuring accessibility
  - Coach participants on what to expect and materials they will need for a successful virtual consultation
  - Maintain accurate records of intake requests, payments & consultation communications
- **Secondary Responsibilities (5%)**
  - Assist Spring Institute's Director of Programs with local outreach needs, may include attending meetings and identifying opportunities and potential partners to expand access and recruit participants
  - Participate periodically in meetings with Immigration Response Group to provide feedback

### **Job Skills Requirements:**

- Positive attitude and professional behavior with colleagues, learners, and partners
- Strong communication, customer-service, problem-solving, organizational, and writing skills
- Experience facilitating group learning for adults
- Ability to work independently, adapt to various situations, and proactively seek solutions
- Experience helping adults identify strengths and overcome barriers
- Knowledge of community resources for low-income adults in Denver
- Strong communication skills in both English and Spanish
- Empathy and patience when working with individuals from diverse backgrounds.
- Proficiency with office technology and software (e.g., Microsoft Office, Google applications)

### **Preferred Abilities:**

- Experience in career development services for immigrants or refugees
- Training in trauma-informed care
- Experience providing digital skills navigation
- Near-native English proficiency
- Proficiency in Spanish
- Experience in designing or delivering workshops

### **Eligibility:**

- U.S. work authorization
- Valid driver's license and reliable transportation

- Ability to lift up to 50 pounds
- Ability to pass a criminal background check

*The duration of this position is contingent upon the availability of grant funds or the end of the grant period, whichever comes first. This job description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the job.*

**To Apply:** Please email a cover letter and resume to [jjessup@springinstitute.org](mailto:jjessup@springinstitute.org). No phone calls please.