ESL Program Manager for Immigrant & Refugee Youth

The ESL Program Manager for Immigrant and Refugee Youth will join a team of compassionate and diligent staff in The American Place Department that oversees the organization’s services to immigrants and refugees, adult education, and occupational training. The role offers variety, challenge, and the opportunity to make positive impact on the well-being of many immigrant and refugee newcomer youth and families by working with external partners to deliver added value to their school education and their successful transition to college and careers. The role is responsible for developing project management plans and the day-to-day management of project activities and deliverables, which includes but is not limited to scheduling, implementation, fieldwork, staff supervision, direct stakeholder engagement, and funder and regulatory reporting. The individual is self-motivated, flexible, persistent, very attentive to detail, and an excellent communicator. The position sits in The American Place and reports to the Department’s Executive Director or assignee. The individual furthers the mission and core values of Hartford Public Library by creating a welcoming and supportive learning environment that promotes the literacy of Hartford residents, and treats all customers with dignity and respect.

RESPONSIBILITIES INCLUDE:

Management

• Design and develop program structures and activities to support the academic, social, and emotional needs of late arrival immigrant and refugee youth who are English Learners, including delivery of the English language curriculum by certified teachers, homework assistance, college guidance, and civic and cultural enrichment activities.
• Recruit students for the program by coordinating with high school ESOL teachers for in-class presentations, and by sharing program information with students and parents at family events, such as school-sponsored resource fairs, parent forums, Community Days, Welcome Back Orientations, etc.
• Monitor student academic progress through communication with school personnel and through the student’s Power School portal. Identify areas for improvement and direct program teachers to design intervention plans as needed.
• Coordinate recruitment and orientation of student volunteer tutors/mentors from area colleges and universities, such as the UCONN/Hartford, Trinity College, the University of Saint Joseph, the University of Hartford, Central Connecticut State University, and Capital Community College.
• Hire, supervise, and manage all program staff and volunteers, including a half-time Program Coordinator and after-school ESOL teachers and tutors. Lead staff meetings, promote communication amongst staff, and provide professional development.

Grant Development

• Oversee grant projects ensuring timely implementation, compliance, and that the deliverables are met. Manage grant budgets and scale the work of the grant within budget parameters. Submit grant project reports and attend funder meetings as required by the grant.
• Prepare and submit annual and monthly statistical and narrative reports regarding services provided for the Department Head and Library Board.
• Track outcome, increase productivity and efficiency and implement changes based on evolving lessons learned and student and their family’s needs.
• Support fundraising for the sustainability and enhancement of the program including the preparation of applications to foundations and other potential sponsors. Current one-year grant projects that will be overseen by the incumbent for FY 23/24 include: a new Congressional District Grant Award to coordinate a High-Dosage Tutoring program and a pre-college Summer Bridge for English Learners, and a continuation grant award from the CT Department of Education to support the English Learner Success after-school program.

Partnerships & Relationship Building

• Serve as the primarily liaison with the Hartford Public Schools district in particular with the Director of English Learners, the Principals of our partner schools, and ESL Coaches.
• Build, maintain and strengthen relationships with key internal and external stakeholders, including executive and managerial level teams from the public and private sectors, governmental agencies, and nonprofit and community organizations in order to create and achieve common goals.
• Support program communication, PR and marketing to promote a wider understanding of the value of the program’s educational activities and projects, including production of project descriptions, memos, and updates.
• Collaborate closely with The American Place’s College Attainment and Retention Specialist to facilitate transition of program participants to post-secondary education; and collaborate closely with the Department’s Citizenship staff to facilitate the Naturalization process for eligible students.
• Create opportunities for partners and stakeholders to participate in school activities and projects that directly support students, teachers or the implementation of the curriculum (i.e., scheduling expert speakers, matching community organizations and partners with classroom activities and service-learning projects).
• Develop and nurture trusting relationships with students and their families.

EDUCATION AND EXPERIENCE/QUALIFICATIONS:

Qualifications:
• Master’s in Education or related field (Masters in TESOL preferred)
• Minimum two years project management experience or experience in a similar role.
• Minimum 3 years teaching/mentoring high school students, preferably in an urban setting.

Skills:
• Excellent technology skills particularly with Microsoft productivity tools and current educational software.
• Excellent communication skills (written and verbal).

Work style:
• Ability to work independently and collaboratively.
• Strong organizational skills and a commitment to follow-through the lifecycle of a project.
• Ability to use initiative, problem solve and be very attentive to detail.
• Ability to plan effectively and work well under pressure.

Communication:
• Excellent interpersonal skills and ability to develop strong internal and external professional relationships.
• The sensitivity to understand the need for flexibility when working with people from diverse cultures and nationalities.
• The ability to communicate professionally in additional languages would be advantageous.

What we offer employees:
Hartford Public Library offers robust benefits you won’t find at other nonprofit organizations through a unique partnership with the City of Hartford. This includes:

• MERF Pension Plan with employer contribution
• Health Care, Dental, Pharmacy benefits
• Life Insurance
• Long Term Disability Insurance
• Mental health support through the Employee Assistance Program
• Tuition reimbursement program
• Paid professional development, continuing education and staff engagement opportunities
• Commitment to, and active plan of, diversity, equity, and inclusion work including implementation of the staff-led DEI Road Map.

What we offer the community:
The Hartford Public Library is a national leader in redefining urban public libraries in the 21st century as innovative, stimulating and engaging spaces where people can learn and discover, explore their passions and find a rich array of resources that contribute to a full life. We are an integral part of the Hartford community and offer programs for all our citizens. With 7 locations and robust outreach services, we are here for Hartford. Our programs include:

• The American Place, which offers a variety of free services to welcome immigrants and refugees including English Language Learning, Citizenship preparation and civic engagement
• Digital Library Lab
• Hartford History Center
• HPL Studios
• YOUmedia teen spaces
• Baby Grand Jazz, a free series of Jazz performances open to everyone
• Summer Learning
• Leap into Learning
• Early Literacy
• Adult education classes and support
• Career Certification, GED
• Technology training and digital literacy
• Library of Things
• Robust print, electronic, audio and video collections · And so much more!
To Apply: Please email resume and cover letter to hpljobs@hplct.org and reference “ESL Program Manager” in the subject line of your email.

In light of the ongoing COVID-19 pandemic, the Hartford Public Library strongly recommends and encourages all employees to receive vaccinations. Vaccinations have proven to be an effective measure in preventing the spread of the virus and protecting individuals from severe illness. We are committed to safeguarding our workplace and community. While COVID-19 vaccinations are recommended, they are not required at this time.

**Hiring Range:** $52,914.42 - $66,520.74 DOE

Hartford Public Library is an Equal Opportunity Employer.