



## **AmeriCorps Schools of Hope Tutor Coordinator and 2-1-1 Community Resource Specialist Position Description**

- Project Sponsors:** Urban League of Greater Madison and United Way of Dane County
- Position Title:** Schools of Hope High School Tutor Coordinator and United Way 2-1-1 Community Resource Specialist
- Reports to:** Urban League Schools of Hope Team Leader and the United Way Assistant Director of 2-1-1/ Volunteer Center

### ***Tutor Coordinator at a Madison High School (50% of position time)***

#### **Tutor Coordinator primary responsibilities include:**

- Work individually and as part of a team to recruit, screen, train, place, support, and monitor academic tutors before, during, and after school as determined by school needs.
- Ensure academic tutoring services are aligned with school curriculum and students needs and designed to complement and enhance other support programs as appropriate.
- Provide direct academic tutoring to students.

#### **Tutor Coordinator General Responsibilities (to include, but not limited to):**

- Work with school staff and other program partners to assess tutoring needs at school.
- Create and keep updated a detailed work plan for meeting students' needs.
- Work individually and as part of a team to *recruit* volunteer, Work-Study, peer, and other academic tutors from local colleges, businesses, faith-based institutions, professional associations, etc.
- Work individually and as part of a team to *screen, train, and place* tutors.
- Assist with the planning and implementation of tutor training sessions. Ensure that all volunteers placed at your site receive proper orientation and training.
- Match tutors one-on-one or two-on-one with tutees before, during, or after school. Place volunteer tutors with other after school academic support programs as needed.
- Work individually and as part of a team to provide ongoing *support* of tutors and *monitor* tutor-tutee matches.
- Work closely with teachers and other school staff to ensure that tutoring services align with classroom curriculum.
- Hold monthly or bi-monthly support meetings with tutors.
- Disseminate best-practice information to tutors through newsletters, email, web portal, etc.
- Assure timely communication of program updates and delivery of newly developed materials to tutors.
- Ensure that the efforts of volunteer tutors are adequately recognized.
- Track student progress and evaluate tutor performance.

- Keep thorough records and complete paperwork in a timely and complete manner. Complete quarterly, annual, and other reports as required by supervisor.
- Publicize tutoring services that are available to teachers, parents, and others as appropriate.
- Disseminate information to parents, teachers, and students about available tutoring services.
- Ongoing formal and informal meetings and communication with school staff, Urban League co-workers, and community partners.
- Help connect students and parents with other programs and resources as needed.
- Attend and complete all training and service requirements including orientation, training, team meetings and National Service days.

***United Way 2-1-1 Community Resource Specialist (50% of position time)***

**Community Resource Specialist primary responsibilities:**

- Provide accurate information and referral services to community resources via United Way 2-1-1
- Support and supervise volunteers
- Conduct follow-up on calls according to policy established for all staff

**Community Resource Specialist secondary responsibilities:**

- Assist with the maintenance of community resource information in the United Way 2-1-1 database through formal/informal updates, research, outreach and data classification
- Work with assistant director and community partners to coordinate the Thanksgiving basket program
- Work with team members to identify and recommend areas for improvement to ensure quality service provision to the community

**AmeriCorps responsibilities:**

- Wear approved AmeriCorps gear while performing AmeriCorps service activities or attending official events.
- Complete all AmeriCorps service requirements in a timely and complete manner.
- Abide by all AmeriCorps service rules and service provisions.
- Complete all AmeriCorps paperwork and reports in a timely and complete manner.

**Position Qualifications & Requirements:**

- Educational background or experience in education, youth development, volunteer management, or related field.
- Experience working with or demonstrated understanding of the educational and developmental needs of high school age youth.
- Must be goal oriented, problem solver, and solution driven.
- Must be outgoing and enjoy working with adults and youth.
- Must have strong time management skills and the ability to balance multiple tasks.
- Must have proven ability to work both independently and as part of a team.
- Detail oriented.
- Strong communicator with people of diverse backgrounds and situations.
- Comfortable conveying empathy as well as resources over the phone.
- Ability to be at a desk and on the phone for extended periods of time.
- Experience with coordination of programs or events.
- Appreciation and understanding of the value of volunteer involvement in program provision

- Strong commitment to the mission of the Schools of Hope program, Urban League and United Way of Dane County and to working with youth and families from diverse racial/cultural populations.
- Strong written, presentation, and public speaking skills
- Computer experience including Microsoft Word, Microsoft Outlook, and Internet navigation is highly desirable.
- Requires a somewhat flexible schedule including occasional evening and weekend hours.
- 18 years of age or older, at beginning of service term.
- U.S. citizen, national or lawful permanent resident.
- Must hold at least a high school diploma or equivalent. Post-secondary degree preferred.
- Be able to make a full one-year commitment to the position.
- Must successfully pass a criminal history background check.
- Regular and reliable attendance.

**AmeriCorps Member benefits include:**

- A taxable living allowance. (Approximately \$1,000 monthly; \$11,400 for the full term.)
- Upon successful completion of a term of service, eligible members/leaders receive an education award of \$4,725. The education award can be used to repay qualified student loans or for further education in an accredited institution of higher learning, vocational or trade school.
- Loan forbearance. (After successful completion of a term of service, AmeriCorps will pay the accrued interest on qualified loans, which is taxable.)
- Basic medical insurance. (Covers members only, not dependents; vision and dental not included.)
- Mileage reimbursement for travel between program sites, meetings and/or assignments.
- Child care allowance for those who qualify.
- Professional development, trainings and networking opportunities.

**Work Hours:** Work hours are generally 8:30 a.m. to 5:00 p.m. Mondays thru Fridays, with a one hour lunch break. Special activities may require evening or weekend hours once or twice per month.

**Possible Site Assignments:** Madison's La Follette High School, James Madison Memorial High School, or West High School; Middleton/Cross Plains' High School

**Service Dates:** July 6, 2009 – June 30, 2010

**Length of Term:** 1700 hours

**Application Deadline:** Open until mid-July

**How to apply:** Please submit a resume and cover letter to the Schools of Hope High School AmeriCorps Program, Urban League of Greater Madison, 151 E. Gorham St., Madison, WI 53703 or [jakyeampong@ulgm.org](mailto:jakyeampong@ulgm.org). You can also submit an application on-line via the AmeriCorps web site [www.americorps.org](http://www.americorps.org) and select the Schools of Hope - High School program in Wisconsin.



**About AmeriCorps:** AmeriCorps is an opportunity to make a big difference in your life and in the lives of those around you. It's a chance to apply your skills and ideals toward helping others and meeting critical needs in the community. Each year, AmeriCorps offers 75,000 opportunities for adults of all ages and backgrounds to serve through a network of partnerships with local and national nonprofit groups. You'll be getting things done through AmeriCorps!

**About Schools of Hope:** Schools of Hope is one of Dane County's largest and most successful community based efforts to help narrow the racial achievement gap. In 1995, prior to the Schools of Hope tutoring program, 4.1% of White students performed below standard/minimal on the 3rd/4th grade reading test in Madison versus 28.5% of African American students. By 2004, despite a substantial growth in the number of low-income, English Language Learners and minority children in the district, fewer than 5% of children in any racial group scored below standard/minimal.

Starting eight years ago, the Schools of Hope partnership turned its attention to later school achievement. Completing Algebra by the 10th grade is one of the leading indicators that a student will graduate from high school. In the 2003-04 school year, only 37% of Hispanic and 32% of African-American students in the Madison schools completed Algebra by the 10th grade compared to 78% of White students. As a result, the Schools of Hope partnership decided to start addressing this issue by tutoring students in the middle schools struggling to master Algebra. The results of middle school tutoring to date are very good. By last year, 50% of Hispanic and 64% of African-American students completed Algebra by the 10th grade compared to 89% of white students. The numbers are heading in the right direction for all students.

To maximize our work to help students achieve academic success, the Schools of Hope partnership is expanding the tutoring to high schools. In particular, we want to support those students who leave middle school without strong math skills as they try to navigate high school math. Schools of Hope launched a pilot high school program during the 2008-2009 school year. AmeriCorps Schools of Hope Tutor Coordinators will work to recruit, train, place and monitor tutors to work with high school students in four Dane County high schools.

Schools of Hope is a partnership between United Way of Dane County, the Madison Metropolitan School District, the Urban League of Greater Madison, the Retired Senior Volunteer Program (RSVP), the Wisconsin State Journal, Madison Teachers Inc, 100 Black Men and other community partners.

**About the Urban League of Greater Madison:** Operating in Madison for more than forty years, the Urban League of Greater Madison is one of Dane County's oldest and largest community and economic development organizations. Over the last four decades, the Urban League of Greater Madison has helped more than 40,000 families and individuals of all ages secured better jobs, educational opportunities, and quality housing. The Urban League's three-point empowerment strategy is focused on: College Readiness & Career Development for youth; Workforce Development & Career Training for unemployed and under-employed adults; and Home Ownership & Equity Development for families. The Urban League of Greater Madison has operated the Schools of Hope middle school program for nearly ten years, now serving almost 2,000 students per year. Visit the web site [www.ulgm.org](http://www.ulgm.org) to learn more.

**About United Way of Dane County:** United Way of Dane County is creating real, long-lasting solutions through the Agenda for Change, the seven goals identified by the community as most critical. By targeting specific goals, United Way is helping people in a new way; we are breaking negative cycles and tackling the root causes of problems to create lasting change. This shared vision is mobilizing the community and creating collaborations that produce results. Together, we are changing Dane County for the better, for all of us. One of United Way's seven agenda for change goals is that *students of color achieve at the same rate as white students*. Visit the web site [www.uwdc.org](http://www.uwdc.org) to learn more.