



**ROLE:** Literacy Coordinator

**STATUS:** Full-Time

**LOCATION:** Primarily onsite, with offsite work available each week

**DIRECT SUPERVISOR:** Director of Family Literacy (DFL)

**LAST UPDATED:** June 13, 2025

**Position Purpose:**

The **Literacy Coordinator** works directly with the DFL to support the literacy program teams throughout the organization by collecting quality program data demonstrating our work's impact and effectiveness. This position will also help the DFL streamline processes throughout the literacy programs and provide onsite program support as needed. The Literacy Coordinator will also be assigned to short-term projects in other areas of the organization, specifically on high-impact projects, as required.

**Essential Job Functions:**

**Literacy Program Administration – 50%**

- Provide general project assistance to the Director of Family Literacy.
- Recruit, source, and train new volunteers across literacy programs.
- Send mass communications to new and existing volunteers, including orientation, placement schedules and calendar events, ongoing communications, stories, and appreciation of volunteers in collaboration with the Literacy Director, FOR Volunteer Coordinator, and Partner Engagement team for volunteer groups.
- Create building visuals, including translated signage, welcome signs, teacher class posters, monthly theme boards, and a staff photo board.
- Engage with literacy support staff across Mommy and Me, Parwana, and Men's Literacy to strategize program enhancements and improvements to classroom activities.
- Support the design and collection of student surveys to capture feedback across literacy programs.
- Collect and maintain program data on a monthly and quarterly basis in Airtable.
- Create brief administrative reports for meetings or projects within Mommy and Me, Parwana, and other multi-gender, multigenerational literacy initiatives.
- Assist literacy programs with general family support services, as requested.
- Assist RFL ESOL students "graduating" with registration to new community ESOL programs.

**Facility Coordination – 35%**

- Support the check-in and check-out process of incoming women and children, including name badges, attendance records, and questions regarding classrooms and facilities.
- Monitor program facilities and report building issues to designated leadership and Memorial Drive Ministries (MDM) staff.
- Open and close literacy facilities include unlocking the building, deactivating the alarm system, and ensuring classrooms are supplied and prepared for the day.
- Support operational projects to leverage opportunities for automation and process improvements in literacy programming.

**Organization-wide Projects—15%**

- Provide temporary translation and cultural assistance for one-time events, as requested.
  - With guidance from the Director of Family Literacy, support Parwana transition redesign in collaboration with the leadership of Parwana, as needed.
  - Support communication projects led by Partner Engagement by learning to take program data and create stories and communication materials that effectively demonstrate the work and impact of Friends of Refugees.
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**Competencies:**

- Able to thrive in a fast-paced, highly adaptive work environment
- Comfortable with various forms of technology and able to learn new concepts quickly
- Proficient in problem-solving
- Able to take the initiative and work collaboratively on a team
- Excellent organizational and time management abilities to handle multiple tasks and meet deadlines
- Able to work on a cross-cultural team with a posture of humility and as a learner

**Experience and Qualifications:**

- Strongly supportive of FOR's vision, mission, and values, required
- 1-2 years of experience in a role that involves timeliness, organization, and attention to detail required
- Strong verbal and written skills and experience to effectively collaborate with fellow staff members and talk to groups of volunteers or donors, required
- Able to lift 12 pounds and stand for extended periods, required
- Experience managing and greeting volunteers, highly preferred
- Proficient in Google Suite and Microsoft Office, Graphic Design Applications (ex. Photoshop, Canva), and Case Management Systems, highly preferred
- Multi-lingual, preferred