STAIR Program Manager Position Description

Start The Adventure In Reading (STAIR) – Annapolis, Inc. is a 501(c) 3 charitable organization that provides literacy tutoring to second graders reading below grade level and striving to achieve basic reading skills. The STAIR-Annapolis program uses an educator-approved curriculum and employs a team of dedicated volunteers to meet with students twice a week after school for one-on-one tutoring at public schools and community centers throughout Anne Arundel County. Since March 2020, STAIR-Annapolis has shifted to a modified online program until COVID-19 restrictions are lifted and in-person tutoring can resume.

STAIR-Annapolis is currently seeking a qualified candidate to fill the position of Program Manager.

The Program Manager is a critically important member of the STAIR administrative team, reporting to the Executive Director, and working closely with other members of the STAIR team, including the Communications Manager and Volunteer Coordinator. The Program Manager is focused on program delivery and helps strengthen and grow the organization. The Program Manager is primarily responsible for the management, recruitment, support, and training of volunteer Site Coordinators and for helping to ensure the uniform and seamless delivery of the STAIR-Annapolis program across all sites.

Responsibilities include, but are not limited to:

MANAGEMENT

- Develop and maintain strong working relationships with Anne Arundel County Public Schools (AACPS) staff at the schools STAIR-Annapolis serves, including school administrators, reading specialists, bilingual outreach facilitators, and classroom teachers.
- Develop and maintain strong working relationships with STAIR-Annapolis volunteer Site Coordinators and tutors, who deliver the program at public schools and community centers throughout Anne Arundel County.
- Develop and maintain warm, welcoming relationships with STAIR-Annapolis students and their families.
- Work with the Executive Director and AACPS staff to obtain and analyze student reading assessment scores.
- Work with Site Coordinators to determine appropriate tutor/student pairings and adjust pairings if necessary to help facilitate student success.
- Observe "STAIR In Action" during site visits, noting program implementation, tutor/student interactions, Site Coordinator performance, and volunteer effectiveness to ensure consistent delivery of the program in alignment with established best practices.
- Communicate frequently with Site Coordinators regarding student progress, issues, or concerns and work with administrative team to create solutions and provide guidance.
- Maintain up-to-date Site Coordinator schedule and coordinate substitutes as needed to cover planned and sudden absences.

- Maintain accurate, up-to-date, confidential student records, including parent/guardian information, emergency contacts, phone numbers, email addresses, and permission slips. Provide records to Executive Director as requested.

RECRUITMENT

- Engage in community outreach with civic organizations, service clubs, community activists, churches (any denomination), and other local groups to recruit potential Site Coordinators.
- Identify and recommend qualified Site Coordinator candidates to the Executive Director.
- Tell the STAIR-Annapolis story effectively to attract potential Site Coordinators
- Explore new avenues for Site Coordinator recruitment and develop outreach plans in coordination with STAIR-Annapolis administrative team.

SUPPORT

- Serve as primary point of contact for Site Coordinators, assisting in all aspects of program delivery and offering guidance as needed in accordance with established policies and best practices.
- Work closely with AACPS staff to gather information about STAIR-Annapolis students' needs and advise Site Coordinators of appropriate actions to address those needs during tutoring sessions.
- Engage with Site Coordinators to assess site-specific needs, including volunteers, students, and program implementation.
- Work with STAIR-Annapolis administrative team to address issues and provide program support as needed.
- Assist Site Coordinators with all aspects of online programming such as training presentations, virtual meetings, access to digital resources, etc.
- Maintain all site materials, including STAIR-Annapolis library books, books for home libraries, student folders and supplies, and STAIR curriculum materials.

TRAINING

- Develop a sound understanding of the structure of the STAIR curriculum and STAIR-Annapolis program delivery to support Site Coordinator and volunteer training.
- Observe program implementation on-site to identify helpful volunteer interventions such as additional training, teaching aides, or individual discussion with Site Coordinator.
- Using students' reading assessment scores, provide guidance to Site Coordinators and volunteers on ways to improve tutoring sessions to help support student achievement.
- Provide guidance as needed to ensure Site Coordinators are following STAIR-Annapolis policies, established best practices, curriculum, and site-specific guidelines.

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ADMINISTRATIVE

- Provide support to the Executive Director in preparation of grant applications, reports, program updates and communications, Annual Report, etc.
- Attend and participate in STAIR-Annapolis administrative team meetings as scheduled by the Executive Director.
- Attend and participate in STAIR-Annapolis Site Coordinator meetings; 6 per year as scheduled by the Executive Director.
- Attend and participate in STAIR-Annapolis Board of Directors meetings; 6 per year as scheduled by the President of the Board of Directors.

Skills required:

- A genuine interest in serving striving young readers, many of whom participate in the AACPS Free & Reduced Meal program.
- Fluent in Spanish and able to communicate effectively with Spanish-speaking families, both orally and in writing.
- Ability to travel throughout Annapolis and North and South Anne Arundel County for STAIR-Annapolis site visits, community outreach, and Site Coordinator recruitment.
- Ability to work collaboratively as part of a team.
- Ability to develop trusted relationships with AACPS personnel and STAIR-Annapolis volunteers.
- Excellent oral and written communication.
- Ability to create and maintain a consistent, organized workflow to implement position-specific projects and adhere to broader organization-wide timelines.
- Ability to contribute to growth-focused strategic planning in partnership with STAIR-Annapolis administrative team.
- Ability to work remotely a majority of the time, with reliable computer and internet connectivity.
- Strong organization and time management skills; ability to meet deadlines while working in a remote setting.
- Ability to effectively communicate, receive direction, and initiate projects via phone, email, text message, and video conference.
- Must have excellent computer skills, technical aptitude, and some experience in digital applications such as email, CRM or database maintenance, Zoom, Google Meet, Google Forms, Microsoft Office (including Excel and PowerPoint), and others as requested.

Schedule: 20-25 hours per week, year-round

Salary: $25,000 annual

To apply: Send a cover letter and resume to info@stairannapolis.org with the subject line PROGRAM MANAGER POSITION.

Feb 5, 2021