

JOB TITLE: Learning Center Coordinator  
REPORTS TO: Transformers Program Manager  
DEPT: Programs

STATUS: REG/FT/E  
SCHEDULE: 8-5:00 M-F  
REVISED: 9/10/2021

*Winston-Salem Rescue Mission (WSRM) is helping our hurting neighbors find hope and healing through the transforming gospel of Jesus Christ. WSRM considers every position one of ministry and a vital and valued part of our staff. Therefore, it is essential that all employees of WSRM have a personal relationship with Jesus Christ and subscribe to our Mission, Core Values, and Statement of Faith.*

## **SUMMARY OF POSITION:**

The Learning Center Coordinator works with the program residents to help them reach their educational goals. For those residents needing a GED or high school diploma the LCC oversees the process of evaluation, tutoring and examinations. The LCC also facilitates the GED class and coordinates with the GED volunteer tutors. The program residents depend on the LCC to help them utilize the learning center as a tool to grow spiritually and further their recovery. This position is also responsible for maintaining the general files of each resident in the Winston-Salem Rescue Mission. This includes updating the resident database (ICANotes), tracking resident progress through the programs, and compiling statistics for reporting purposes.

## **DUTIES AND RESPONSIBILITIES:**

### Client Education:

- Administer diagnostic testing in order to ascertain academic levels.
- Prescribe a specific academic program as defined by diagnostics and entry interview:
  - Bring academic levels in reading, writing, social studies, science and math up to defined standards.
  - Teach/improve learning skills, study skills, and basic computer literacy until mastery or aptitude is achieved.
  - Assign appropriate coursework in pursuit of spiritual, educational and/or employment goals.
- Research adult education options to establish and maintain the best available education programming and resources.
- Collaborate with Program Manager to support clients in proper equipping, relevant to stated goals facilitating career-path employment. Such things addressed may include: Adult Basic Education (ABE), learning Microsoft Office software, time management, attendance and punctuality, appropriate interpersonal communication, and problem solving.
- Provide one-on-one tutoring, support and encouragement as needed.
- Meet with clients to discuss academic progress and revise prescribed coursework accordingly.
- Facilitate the GED Class and prepare students to successfully obtain their GED.
- Train and oversee educational volunteers in the tutoring and support of clients.
- Maintain resident files and ICANotes database.
- Upload resident documentation like letters and medical records to ICANotes.
- Enter the breathalyzer and drug test results into ICANotes.
- Create, maintain, and distribute all class rosters and medicine sheets.
- Track the progress of each resident through their program.
  - Inform appropriate staff members when residents have completed their program.
  - Create the appropriate certificate of completion.
    - Life Builders certificate
    - Transformers certificate

- Substance Abuse Group certificate
    - Have certificates signed, laminated and distributed to the corresponding program manager.
- Track resident statistics including
  - salvation and rededication decisions,
  - number of nights of shelter provided in a given time period,
  - new employment,
  - new housing,
  - other information as requested.
- Handle the City of Winston-Salem's point in time counts for WSRM as well as CityGate's Snapshot Surveys.
- Perform other related duties or projects as requested.

## **EDUCATION/EXPERIENCE:**

- Associate's or bachelor's degree in related field required.
- Three to five years teaching or training experience required.
- Previous experience working with learning disabled, substance abusers, illiterate, and homeless preferred.
- Experience in Microsoft Office applications, specifically Word and Excel, preferred.
- Google applications (Google Sheets) experience preferred. Google Classroom experience.
- ICANotes database experience preferred.

## **SKILLS & QUALIFICATIONS:**

- Christian with a ministry mindset, utilizing the skills, training and experience God has provided.
- Mature Christian, committed to teach adults educational skills and to apply biblical principles that are needed in order to have increased opportunities for a better life.
- Comprehensive knowledge and proficiency of foundational academics such as mathematics, reading comprehension, and writing.
- Skilled teacher, able to effectively teach individuals with varying learning styles who come from a very limited or negative educational background and/or have learning challenges/disabilities.
- Able to relate comfortably and effectively with a diverse range of people.
- Computer literate, proficient in Microsoft Office.
- Strong planning and organizational skills with regard to people, information, and things.
- Ability to function independently and multi-task to meet deadlines and facilitate achievement of goals.
- Excellent time management skills, able to consistently accomplish a high volume of quality work.
- Reliable, trustworthy and responsible.
- Professional in attitude and appearance, collaborative, accurate and patient.
- Attention to detail with high degree of accuracy.
- Ability to problem solve and trouble shoot.
- Good communication skills, able to assist others solve problems, get information and utilize data.

## **WORKING CONDITIONS/PHYSICAL FACTORS:**

The work is typically performed in an office environment while sitting, standing, or stooping. The employee occasionally lifts light and heavy objects, weighing up to 25 pounds, and uses equipment requiring a high degree of dexterity.

**EQUIPMENT/TOOLS USED:**

- Computer (Database, Excel, Word, etc.)
- Internet
- Copier/Scanner/Printer
- Phone

---

Employee Signature

---

Date