



# Engaging Minds Learning Specialist and Program Manager Job Description

Updated September 1, 2020

## Overview:

The Learning Specialist and Program Manager is responsible for the overall performance of the Instructors who work directly with students and families. The Learning Specialist and Program Manager is responsible for developing learning profiles for each student, and coaching and supporting Instructors in their work with students. Learning Specialist and Program Managers work with parents and Instructors to ensure that each student and family is receiving value for their investment. The Learning Specialist and Program Manager will work with the President and Founder and other team members to track and manage student retention.

## Reporting Structures:

- The Learning Specialist and Program Manager reports to the President and Founder.
- The Learning Specialist and Program Manager is responsible for managing a group of Instructors, which includes oversight of Instructors' student caseload. Instructors report directly to the Learning Specialist and Program Manager.
- ~ 10-15 hours/week
- Compensation: TBD

## Core Responsibilities:

- The Learning Specialist and Program Manager will exercise discretion and independent judgment in mentoring instructors and providing ongoing professional development to instructors as needed. This includes, but is not limited to:
  - Review of all EMChat posts to ensure instructors are focused on the key strategies for the student and that progress is being made. Also, to monitor and support interactions between instructors and parents.
  - Push in support for instructors, as warranted, and offer guidance and support to instructors when requested.
  - Liaise between the family and the student's school as needed/appropriate.
  - Evaluate instructor performance and provide feedback or counseling to instructors as needed. This may require "shadowing" sessions to help with assessment.
- Exercise discretion and independent judgment in building relationships with parents/guardians and ensuring they perceive a return on their investment:
  - Reach out to parents within two weeks of a student's first session at EM (and for all students at the start of the school year) as a first step in building the relationship.
  - Track EMChats and reference against LPs to make sure instructors are addressing the key needs of the student.
- Create Learning Profiles
  - Exercise discretion and independent judgment in assessing student needs and developing action plans for the delivery of tutoring instruction to students.
- Intake meetings with students and parents (as needed)
  - 45-60 minute meetings with the student and parent(s) to gather academic information that informs the development of the learning profile.
- Curriculum and training



- Exercise discretion and independent judgment in collaboration with, and support of, the Curriculum and Training Manager in the ongoing development of EM's unique tutoring methodology and trainings.
- Attend trainings as often as possible to foster the new instructor/LE relationship.
- Teaching and office visits
  - Tutor students (number TBD) and manage their own tutoring schedules after enrollment and placement.
  - Teach various workshops (internal and external) as needed/available.
  - Learning Specialist and Program Managers should endeavor to be visible in the office at least 1-2 times per week either for tutoring or to connect with instructors and parents. This could be in Newton or Natick. Note: During Covid-19, Learning Specialist and Program Managers may choose to work remotely.
- Hiring
  - Interview candidates (in-person, via Zoom, or by phone as necessary and appropriate) and assess candidates' qualifications, strengths, and potential fit as an EM instructor.
  - Exercise discretion and independent judgment in evaluating each candidate, checking references, providing input to the President and Founder, participating in the hiring decisions, and generating the formal offer in a letter via email.
- Communication
  - Collaborate with Director of Operations and Site Coordinator around scheduling issues and student challenges.
  - Communicate weekly with other Lead Eds on a scheduled call; communicate weekly with President and Founder.
- Be flexible as to the business needs of the company at any given time during the year, and work as a leader within the company to facilitate a positive experience for other staff, students and families.
- Exercise discretion and independent judgment in generating at the start of each month, with other Learning Specialist and Program Managers, a News & Notes "column" focused on a "best practice" and identify and generate a brief profile for an Instructor of the Month.

**Required Qualifications and Skills:**

- Master's degree in Education, School Counseling, Speech and Language, or Social Work and three years of experience in a school setting.
- Exceptional people management and relationship skills, including the ability to give direct and productive performance feedback.
- Ability to help clients connect value to their child's experience.
- Experience exercising discretion and independent judgment in interactions with staff and customers.
- Demonstrated experience in K-12 education.
- Comfort with holding oneself and others accountable to high standards.
- Exceptional written and verbal communication skills.
- Engaged, responsive and available, both on-site and during hours when other staff members and/or family members may have questions and a time-sensitive need for response.