



Connecting Students & Volunteers
for Results that Count

Job Description: Program Coordinator

Program Coordinator: 18-20 hours per week, 10 months • \$20 - \$22 per hour • Start Date of August 12th, 2019

About the Organization: Heart Math Tutoring (“Heart”)

Heart is a Tier II math intervention program used in high-poverty elementary schools with a mission of ensuring that all elementary students develop the strong foundation in math and enthusiasm for academics needed for long-term success, by helping schools use volunteers as tutors. Fifty six percent of economically disadvantaged students in Charlotte are not performing on grade level in math. Volunteer tutors are a powerful resource for addressing this, if given the right tools and support.

The program became a 501c3 nonprofit in July 2014 and currently supports 1,200 weekly volunteer tutors who serve 1,000 students across twenty-two school sites. In 2019/20, the program will support around 1,200 volunteer tutors to serve 1,100-1,200 students across 22-23 school sites in Charlotte, NC.

To date, 98% of Heart students have met program growth goals in math, and more than 90% of teachers report that students show an increase in enthusiasm and/or confidence towards academics as a result of the program. Visit www.hearttutoring.org for more information.

About the Role: Program Coordinator

As part of ensuring high-quality tutoring sessions and a positive experience for volunteers and school staff, Heart provides an on-site Program Coordinator to each school site. The Program Coordinator is present at his/her assigned school during tutoring sessions where he/she assesses students and monitors instruction, in addition to providing ongoing training and real-time coaching to tutors. The coordinator is also Heart’s liaison to the school, streamlining communication to teachers and hosting the volunteers while they are on campus.

Job Responsibilities: Key responsibilities are listed below.

- Oversee 50 – 60 students’ growth in math skills and enthusiasm for academics;
- Manage and support 50 – 60 weekly volunteers; and
- Liaise with teachers and school staff.

Tasks will include but are not limited to:

- Become an expert on Heart curriculum and assessments;
- Coordinate and complete student assessments;
- Manage tutoring materials;
- Deliver initial training and ongoing support to tutors;
- Manage general tutor communications;
- Communicate with teachers regarding curriculum, students, and schedule issues;
- Design and maintain schedule of students and volunteers using Salesforce;
- Report various operational information to Program Manager and Executive Director; and
- Partner with Heart team in identifying operational strengths and troubleshooting challenges, aiding the organization’s efforts to establish a strong, scalable program model.

The Program Coordinator will also be asked to play a **supporting role** in:

- Volunteer recruitment;
- Additions to and revisions of curriculum;
- Coordination of space and time logistics with principals; and
- Marketing Heart to the community.

Typical Work Week

- A Program Coordinator will typically work 18 hours a week with hours within a school day schedule. In all, approximately 12 hours are designated for on-site tutoring support, and a coordinator will spend approximately six hours per week on staff meetings and check-ins, scheduling, and communications (computer work).

Example Typical Week: *(Tutoring times will vary.)*

Monday	Tuesday	Wednesday	Thursday	Friday
Morning Tutoring (7:30-9:00am)	Morning Tutoring (7:30-9:00am)	Morning Tutoring (7:30-9:00am)	Morning Tutoring (7:30-9:00am)	
Staff Meeting (9:30-10:45am)	<i>Various computer work</i>	<i>Various computer work</i>	<i>Various computer work</i>	
<i>Various computer work</i>	Afternoon Tutoring (12:30-2:00pm)	Afternoon Tutoring (12:30-2:00pm)	Afternoon Tutoring (12:30-2:00pm)	
Afternoon Tutoring (12:30-2:00pm)	Check-in with Program Manager (2:00-2:30pm)		<i>Email Deliverables to Program Manager, Prepare for the next week (2:00-3:00pm)</i>	

- Hours are slightly seasonal, in line with the program calendar. Several weeks in September and May will require up to 30-35 hours per week for program assessments and startup/finish logistics.

Desired Skills and Background

A person who is successful in the role of Program Coordinator will likely have all or most of the skills/background below, which are listed in order of importance.

- Strong belief that all students can learn and have the potential to perform at or above grade level
- Desire to work with elementary-aged students
- Background in education and/or ability/willingness to quickly build expertise in teaching, learning, and assessing
- Strong communication and relationship-building skills
- Strong organizational skills and attention to detail
- Basic computer skills and/or ability/willingness to learn programs including but not limited to Word, Excel, email and contact management, CRM tools such as Salesforce, and file sharing systems
- Experience working with low income population

To Apply: Submit the following documents to communications@hearttutoring.org.

- Resume – standard format including education, work, and volunteer experience
- Cover letter – standard, 1-page format explaining your interest in the role and why you believe you are a good fit

When submitting, use the subject line, “2019-20 Program Coordinator Application”, and address correspondence to Cydney Kramer.

Hiring Timeline: Interviews and decisions will be made in July 2019. The position begins August 12th, 2019.