

## **Literacy Works Job Description**

### **Program Manager, Clear Language Lab**

**Reports to:** Clear Language Lab Program Director

**Salary:** \$47,000 - \$54,000 DOE

**Schedule:** Full Time (occasional weekends, evenings, and some travel may be required)

**Classification:** Exempt

**Location:** Remote, with preference given to candidates living in Illinois

#### **About Literacy Works**

Literacy Works' mission is to advance equity by promoting literacy education and the use of clear language through our Community Literacy and Clear Language Lab programs.

In our Clear Language Lab, we believe that clear, understandable, humanizing communication should be the norm in non-profit and government communication. We work to make communication more accessible and push back against white dominant, patriarchal, and heteronormative standards that are too often the status quo of government and nonprofit communication.

Through consulting and training services, we share expertise in clear communication practices to clients in fields such as healthcare, legal aid, human services, government entities, and other mission-driven organizations. We also consider it vital to center people with lived expertise in our work and regularly work closely with community members on projects.

#### **About the Position**

Literacy Works is seeking a creative and self-directed professional who is passionate about communication and social justice. The Program Manager will work from home with the ability to work flexible hours. Stable internet access is required.

#### **Key Responsibilities**

##### *Project Management (~20%)*

- Work closely with program director to meet needs of clients and community partners including developing project scopes, identifying and actualizing project goals, and following up with contacts in a professional manner
- Assist with business development of the Clear Language Lab at Literacy Works, including nurturing partnerships with community organizations, clients, and potential clients

##### *Plain Language Editing and Creation (~30%)*

- Identify the audience, goals, and parameters of a project with the client or partner and apply a plain language lens to meet the needs of the client, audience, and sector
- Stay apprised of current communication and content trends and research, both locally and nationally, to inform program development and to integrate into our work

#### *Creating Educational Materials and Courses (~25%)*

- Develop resources such as 1 pagers, blog posts, and other materials to share Clear Language Lab knowledge with the wider community
- Create asynchronous learning opportunities such as standalone courses or collections of courses that are responsive to the training needs of professionals as well as track and manage related data and communications with participants

#### *Coaching and Training (~15%)*

- Deliver portfolio of virtual in-house trainings as needed
- Conduct tailored training and presentations virtually or in-person as needed
- Provide 1:1 or team coaching in communication as needed

#### *Representing Literacy Works (~5%)*

- Support annual goals and vision of the Clear Language Lab and represent Literacy Works with stakeholders, funders, community members, and other constituents
- Integrate community members with lived experience into projects through focus groups and interviews

#### *Program Administration and Visioning (~5%)*

- Integrate an equity lens into all aspects of work
- Assist with data collection, record keeping, and grants management
- Manage or assist with internal program communication needs including social media, blog posts, newsletters, or other marketing and resource-sharing efforts

#### **Qualifications**

- Outstanding English language writing and communication skills that integrate plain language principles
- Familiarity with the needs of adult education students, English Language Learners, neurodivergent folx, or other populations that have been marginalized by traditional systems
- Experience with creating instructional materials or instructional design
- 3-8+ years of experience in the nonprofit or government sector, with a focus on adult education, communication, technical writing, or a related field
- Proficiency or ability to learn Zoom, Microsoft Office, Google Suite, Canva, and social media; experience with Constant Contact, Wix, Neon CRM, Kajabi, online learning platforms, or similar programs a plus
- Strong project management skills, including organization and attention to detail

#### **Benefits**

Literacy Works promotes a strong work/life balance for our employees and we are proud to offer a team-oriented and supportive workplace culture. Some of the benefits we offer full-time employees include:

- Unlimited paid time off and 13 paid holidays

- An employer-funded Health Reimbursement Arrangement (HRA) of up to \$5,000 annually to cover the cost of health insurance premiums and other medical expenses
- A company sponsored Simple IRA retirement plan with 3% salary match

### **How to Apply**

To apply, please submit a cover letter and resume to [jobs@litworks.org](mailto:jobs@litworks.org). Applicants can expect to hear back within 2-4 weeks. There is no deadline to apply; submissions will be accepted until the position is filled. Proof of full COVID-19 vaccination or a valid medical or religious exemption will be required of any final applicants before their first day of work.

### **Reasonable Accommodation and Equal Opportunity**

Literacy Works values a diverse workplace and strongly encourages people of color, LGBTQ+ individuals, people with disabilities, foreign-born residents, and veterans to apply. Literacy Works is an equal opportunity employer. Applicants will not be discriminated against because of race, color, creed, sex, sexual orientation, gender identity or expression, age, religion, national origin, citizenship status, disability, ancestry, marital status, veteran status, medical condition or any protected category prohibited by local, state or federal laws. Literacy Works will provide reasonable accommodations for qualified individuals with disabilities.

Last Updated 4/16/24