

Learning Upgrade On-boarder and Mentor

About Us

ProLiteracy is the world's leader in adult education practice, innovating and building the capacity of literacy programs everywhere—from small community-based organizations to large adult education programs and institutions. By providing comprehensive training and professional learning, accessible research, grant funding, and leading-edge digital and print learning resources through New Readers Press, we advocate for and unleash the power of literacy to transform lives.

Position Summary

This position is associated with two grant-funded initiatives of ProLiteracy: Hidden Millions and Navigating Success. Learning Upgrade, a digital learning tool, is an integral part of each project.

In the Hidden Millions project, we partner with elementary schools to provide Learning Upgrade licenses to parents and children to support two-generational home literacy activities. As an on-boarder, this position sets up Learning Upgrade licenses for parents and children and helps them log into and get started on the app. As a mentor, this position contacts parents every week to encourage them to use the app and to provide home literacy extension activities.

In the Navigating Success project, we partner with a local literacy program to provide Learning Upgrade licenses to adult students reading below the 4th-grade level. As an on-boarder, this position sets up Learning Upgrade licenses for adult students and helps them log into and get started on the app.

This position reports to the Director of Professional Development and all activities will be carried out at the direction of and with the support of the Director of Professional Development.

This position is valid through June 30, 2025, with an opportunity for extension contingent on continued funding.

Scope of Work

Learning Upgrade License Management

This position will be responsible for managing Learning Upgrade licenses for both projects. This includes:

- Requesting blocks of licenses for each project from New Readers Press with the support of Programs Staff
- Assigning licenses to the appropriate school
- Creating student accounts for participants in both projects
- Creating teacher accounts for mentors in the Hidden Millions project and tutors and teachers in the Navigating Success project

Onboarding Users

This position will be responsible for onboarding parents and children participating in the Hidden Millions project and adult students, tutors, and teachers in the Navigating Success project. Onboarding will take place virtually in a group or 1-1 setting. This includes:

- Communicating with local elementary school, literacy program, or individual user to schedule onboarding
- Helping users download the Learning Upgrade app
- Guiding users through the login process.
- Supporting users in completing the initial assessment and beginning lessons.
- Logging and reporting the users who have been onboarded

In addition, for group onboarding events, this includes:

- Sending onboarding materials to the agency ahead of time. This might include PDFs with instructions, sign-in sheets, and usernames, passwords, and class codes for users.
- Identifying and meeting with on-site support person who will provide in-person technical support during the event

Mentoring

This position will be responsible for mentoring cohorts of parents participating in the Hidden Millions project. The goal of the mentor is to encourage parents to use Learning Upgrade themselves and with their children; to provide home literacy extension activities the parents can use with their children; and to encourage the parents to pursue their own continued education, either through using Learning Upgrade or enrolling in a local literacy program. This includes:

- Engaging in multiple contact points each week for the first 4 weeks through the parents' preferred communication tool (email, text, or WhatsApp) to support initial take-up of the app. ProLiteracy will provide communication templates developed to address specific situations.
- After 4 weeks, when the parents and children show regular usage of the Learning Upgrade App, communications will transition to a weekly basis, and will include recognition, encouragement, and sharing of home literacy activities the parent can do with the child.
- Employing incentives in the form of gift cards to encourage usage of the Learning Upgrade app by parents and children. (for example, a \$5 gift card for completing 5 lessons).
- Monitoring usage of the Learning Upgrade app by parents and children by accessing the reports in Learning Upgrade.
- Documenting engagement and interventions, and reporting successes and challenges in writing or verbally to the Director of Professional Development every week.
- Meeting with the Director of Professional Development or other ProLiteracy staff up to three times a month for the duration of the project.

Education and Experience

- High school diploma or equivalent required.
- Five years or more of experience in adult education, with part of that time involved in training, is preferred.
- Candidate should have knowledge of or experience with multiple areas of adult education work (candidates are not expected to have experience in all these areas, but breadth of experience will be highly valued):
 - Adult basic education instruction
 - Adult literacy program administration

- Family literacy instruction
- Adult education assessment
- Strong attention to detail and the ability to work independently.
- Excellent organizational skills.
- Knowledge of or experience with technology and popular adult education applications, like Learning Upgrade. ProLiteracy will provide additional and specific training as needed.

Job Location, Compensation, and Benefits

ProLiteracy's headquarters is based in Syracuse, New York. We are open to remote candidates with the ability to travel up to twice a year.

The salary is competitive and commensurate with experience with a generous benefits package. The exact salary that will be offered will be determined based on a consideration of the successful candidate's skills, experience, and geography and aligned with ProLiteracy's compensation policies. The salary is \$48,000 per year.

We are looking for a motivated candidate with excellent people and organizational skills. We are seeking a diverse pool of candidates from across the country. Please apply online or send résumé to hr@proliteracy.org.

ProLiteracy believes every adult has the right to literacy. Our mission is to help adults gain reading, writing, math, and digital skills, with the intent of giving them the power to impact major social issues and change the world around them. We believe education leads to equal opportunities, liberties, and protection under the law, and that we must stand up against bigotry, racism, and hatred. ProLiteracy is an equal opportunity employer and strongly encourages applications from people of color, persons with disabilities, women, and LGBTQ+ applicants.