



School on Wheels

Inspire Learning • Empower Kids • End Homelessness

JOB DESCRIPTION

Position Title: Education Case Manager
Reports To: Education Manager-Shelter Based Services
Date last revised: 4/23/2018
Summary: Provide daily management of the tutoring hour at a specific site by working directly with students, tutors, parents, and partner staff. Work as an advocate for education, providing academic support for families experiencing homelessness in alignment with McKinney-Vento Legislation.

Key Responsibilities

Program Duties:

- Oversee the School on Wheels programming in assigned site/homeless shelter including intake, tutoring and working with families to achieve educational goals
- Keep tutoring area organized and conducive to successful tutoring
- Conduct intake meetings with families as they engage in programming
- Conduct on-site orientation and assist in welcoming and transitioning new tutors
- Ensure the tutoring hour runs smoothly and follows the established School on Wheels procedures, policies, and rules, including exit plans
- Establish and maintain communication with parents, teachers, and partner staff to support student academic achievement; Establish goals and plan for families as they relate to the education of the child
- Create Individual Tutoring Plans for students enrolled in tutoring based on student grades/data and input from parents/teachers/partners
- Attend meetings at school or other service providers as needed to support the student academic progress
- Provide daily support to volunteer tutors by arriving early to sites to communicate with and answer questions of our tutors, by regularly updating the Tutoring Communication Log in each student's folder, by providing support for homework when needed, and by encouraging the use of provided supplemental activities that are appropriate for each student during tutoring
- Maintain adequate tutor:student ratios, communicating with tutors when they are not needed or when tutoring is cancelled.
- Monitor the effectiveness of the tutoring program (including distribution of surveys when required), and make adaptations when necessary to meet individual student's needs
- Serve as the primary point of contact with site staff regarding clients' arrivals and departures, changes in the tutoring schedule, changes in policies/procedures, or other issues
- Promote and communicate School on Wheels events and initiatives to tutors and partners

Administrative Duties:

- Ensure that all data (volunteer and student attendance, parent meetings, school interactions, etc) is accurately entered in the appropriate database on a weekly basis
- Complete a detailed weekly report
- Ensure intake packets are accurately completed and submitted weekly
- Maintain materials on site: emergency plans, exit procedures and forms, first aid kit, cleaning wipes, tissues, sanitizer, books, stickers, curriculum kits.
- Communicate appropriate feedback, information, and School on Wheels activities to volunteer tutors by email or phone call.

General:

- Attend required meetings and events as scheduled.
- Establish and promote positive communication among all team members of School on Wheels to increase collaboration and reduce inefficiencies.
- Represent School on Wheels in a professional manner at all times, providing courteous service to both internal and external constituents and presenting a positive image of School on Wheels.
- Abide by School on Wheels policies and practices.
- Attend Education Panel, Education Celebration and Volunteer Appreciation
- Complete other duties as assigned.

Availability Requirements

- Must be available to work 28 hours per week
- Must be available during the determined tutoring hour (including ½ hour before start time & ½ hour after start time) for the specific site
- Must be available to provide 1 hour onsite at the shelter outside of tutoring for an office hour/intakes (if agreed upon by site)
- Must be available for meetings and events presented on the calendar at the beginning of the year
- Daytime availability required, including Tuesday morning program meetings

Evaluation of Performance

Performance will be evaluated based on meeting the requirements of the job description; meeting performance metrics and other quality indicators established for this position; working effectively in a team environment; and demonstrating the values of School on Wheels.

Experience, education, degrees, and licenses**Minimum requirements:**

- Bachelor Degree.
- Experience working with K-12 students preferred
- Experience working with low-income or homeless families preferred
- Participation in continuing educations programs as requested.