**Student Advocate**

**Literacy KC**

Literacy KC’s mission is to advance literacy within the Kansas City metropolitan area through direct services, advocacy, and collaboration. Our vision is "literacy for all." Literacy KC offers adults and their families a welcoming community to develop and enhance literacy skills and quality of life.

Literacy KC is committed to cultivating and preserving a culture of inclusion. We are able to grow and learn better together with a diverse team of employees. The collective sum of the individual differences, life experiences, knowledge, innovation, self-expression, and talent that our employees invest in their work represents not only part of our culture, but our shared potential success, as well. In recruiting for our team, we welcome the unique contributions that one can bring in terms of education, opinions, culture, ethnicity, race, sex, gender identity and expression, nation of origin, age, languages spoken, veteran’s status, color, religion, disability, sexual orientation and beliefs.

We take a community literacy approach to teaching adult students. Through an innovative social learning model, lead instructors are supported by a team of tutors in each dynamic classroom setting offered in partner locations throughout the metro area. This fulltime position is a busy workweek and requires some night and weekend work.

Literacy KC’s Student Advocate leads the organization in helping students overcome barriers that keep them from being successful in achieving their educational goals. Through relationship building, and intentional case management, the Student Advocate works with students on a daily basis to help them get resources needed to be able to persist in Literacy KC’s programs and on college and career pathways.

**Responsibilities:**

1. Support prospective and current student needs and barriers through active and continuous case management with the intention of helping them gain self-reliance and meet their educational goals.
2. Coordinate all aspects of student needs and barriers support by facilitating and coordinating goals collection, food pantries, incentives, referrals, Student Needs Committee, and Student Advisory Council at all locations.
3. Help support a student-first organizational mentality by providing prompt direct service to students based on their educational, programmatic, and personal needs for all Literacy KC programming.
4. Act as a leader in the organization and community by advocating for best practices to support students in reaching their educational goals.
5. Act as lead in partnerships related to addressing student barriers including but not limited to Harvesters, Impact Coalition, Free Eye Care Clinic, and other providers.
6. Develop positive relationships with students, staff, partners, and volunteer tutors.
7. Support student retention by communicating with relevant students about their attendance and participation in programming and help them eliminate any barriers keeping them from being successful in class.
8. Guide students in following Literacy KC policies and procedures as outlined in organizational and program manuals.
9. Track and enter relevant data in Salesforce database and other relevant databases.
10. Work with program staff to coordinate all aspects of program delivery including but not limited to orientation, assessments, and training at all Literacy KC locations.
11. Support orientation, celebrations, graduation, outreach events, student continuing education courses, reassessment, job fairs, pantry events, and other tasks as assigned.
12. Support program staff in smooth operation of Literacy KC’s programs, processes, and events.
13. Create and promote a positive work environment through teamwork mentality and creative problem solving.
14. Support Office Coordinator and program staff by answering phones, welcoming and assisting visitors, students and tutors when needed.
15. Maintain prompt and accurate written and oral communication with all program constituencies.
16. Other duties as assigned

**Qualifications:**

* AA/BA/BS in Social Work relevant field preferred
* Four (4) year degree preferred
* Excellent writing/editing and verbal communication skills
* Proficient in computer skills and willingness to learn and adapt with technology
* Experience teaching, preferably adults
* Demonstrated time management and efficiency skills; proven dependability
* Strong project management skills including ability to prioritize multiple tasks
* Empathy and cultural competence
* Experience working with people from a variety of backgrounds and cultures
* Self-motivated and willing to work independently
* Familiarity with Microsoft Office suite and Google Drive
* Ability to grasp new concepts and learn new programs quickly
* Commitment to the mission of Literacy KC
* Must be available to work flexible hours, including some evenings and weekends
* Travel between all Literacy KC locations

**Reports To:** Chief Program Officer **Exemption:** Exempt **Classification:** Full-time