



Connecting Students & Volunteers  
for Results that Count

## Job Description: Program Coordinator

*18-20 hours per week, August 2021-May 2022*  
*\$20 - \$22 per hour*

Do you believe all children can be successful in math and school with the right supports? So do we. When you join Heart Math Tutoring (HMT) you will be part of unlocking the powerful resource of volunteer time to make a positive, immediate difference for students, schools, and everyone involved.

### **About the Role: Program Coordinator**

As part of ensuring high-quality tutoring sessions and a positive experience for volunteers and school staff, Heart Tutoring 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 either on campus or virtual via Zoom/Google Meets. The coordinator will build and maintain relationships across various stakeholders: with students, families, tutors, and school staff.

### **About the Organization: Heart Math Tutoring**

We believe volunteer tutors can be a powerful resource for students if given tools and support, and we believe all children can understand math at high levels. We focus on students who may not have resources to access private tutoring and who qualify as "economically disadvantaged" in school records. To date, 98% of Heart students have met program growth goals, and over 90% of math teachers report that students show an increase in enthusiasm and/or confidence towards academics as a result of the program.

**Job Responsibilities:** Key responsibilities are listed below.

- Oversee 50 – 60 students' growth in math skills and enthusiasm for academics;
- Manage and support 50 – 80 weekly volunteers; and
- Liaise with teachers, school staff, and families.

**Tasks** will include but are not limited to:

- Become an expert on Heart curriculum and assessments;
- Deliver initial training and ongoing support and communication to tutors;
- Communicate with school staff regarding curriculum; students, and schedule issues;
- Design and maintain schedule of students and volunteers using Salesforce;
- Coordinate and complete student assessments
- Manage tutoring materials
- Attend weekly team meetings and quarterly professional development trainings;
- Report various operational information to Program Manager and Program Director;
- Partner with Heart team in providing and receiving feedback, with the goal of 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:

- Coordination of space and time logistics with school staff; and
- Act as an ambassador of Heart to personal networks, the Charlotte community, and school site.

### **Typical Work Week**

- A Program Coordinator will typically work 18-20 hours a week with hours within a school day schedule. In all, approximately 12 hours are designated for tutoring support at your school site, and a coordinator will spend

approximately 6 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
- Strong communication and relationship-building skills
- Ability/willingness to quickly build expertise in teaching, learning, and assessing
- Strong organizational skills and attention to detail
- Experience working with low income population
- Desire to work with elementary-aged students
- Basic computer skills and/or ability/willingness to learn programs including but not limited to Word, Excel, email and contact management, Salesforce, file sharing systems (Dropbox and Google Drive), Jamboard, and video-conferencing platforms (Zoom or Google Meets)

**To Apply:** Submit the following documents to [communications@hearttutoring.org](mailto: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, “2021-22 Program Coordinator Application”, and address correspondence to Cydney Kramer.

**Hiring Timeline:** Interviews and decisions will be made starting in June 2021. The position begins August 16<sup>th</sup>, 2021.

**Commitment to Diversity:**

We believe that our differences make our team stronger, and we also know that our students benefit from working with adults from all backgrounds. The team at Heart Math Tutoring is specifically committed to supporting racial equity, both internally and externally, and is in the midst of several trainings and initiatives focused on supporting an inclusive work environment and providing culturally competent support to our students, >90% of whom are people of color. As an equal opportunity employer, Heart Math Tutoring is committed to providing employment opportunities to all qualified individuals and does not discriminate on the basis of race, color, ethnicity, religion, sex, gender, gender identity and expression, sexual orientation, national origin, disability, age, marital status, veteran status, pregnancy, parental status, genetic information or characteristics, or any other basis prohibited by applicable law.

Visit [www.hearttutoring.org](http://www.hearttutoring.org) for more information.