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## WHO WE ARE:

Kingston Literacy & Skills (KL&S) is a non-profit community organization. With professional, knowledgeable staff and dedicated volunteers, we deliver literacy upgrading and workforce preparation programming to adults and families in Kingston and the surrounding communities. KL&S strives to continually provide innovative programming that meets the needs of our students in order to help them realize their goals.

## THE POSITION:

As a result of organizational restructuring, Kingston Literacy & Skills (KL&S) is recruiting for the following position:

### GENERAL MANAGER – LITERACY AND BASIC SKILLS (LBS)

#### REPORTS TO:

Executive Director

#### POSITION DETAILS:

Position Status: Permanent Full-Time  
Rate of Pay: (\$30.22 - \$32.97) per hour  
Hours per Week: 35.0 hours (flexibility to work evenings and weekends as required)

#### PURPOSE AND SCOPE:

- Provide leadership in the development and delivery of LBS Program Content.
- Contribute to the overall success of service provision as defined by our major funding partners and the Board of Directors.

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## Kingston Literacy & Skills

16 Bath Road, Unit # 7, Kingston ON K7L 1C4 Phone: 613.547.2012 Fax: 613.547.2024 Website: [www.klandskills.ca](http://www.klandskills.ca)

## RESPONSIBILITIES:

### a) Program Delivery

- Manage the delivery of outcomes-based adult skills upgrading in a classroom environment to achieve program objectives in accordance with MTCU-LBS Service Provider Guidelines, performance and accountability requirements, KL&S Mandate, and LBS Service Provider agreements made through the literacy services planning and coordination process.
- Provide high quality learner-centred service that helps adults develop and apply communication, numeracy and digital literacy skills to achieve goals related to employment, secondary credit, post-secondary education preparation and independence.
- Deliver competency-based, goal-directed, contextualized programming that clarifies the connections between literacy development and the real-life tasks learners perform in work, learning and community contexts.
- Manage the delivery of outcomes-based instruction using resources and computer software appropriate to the adult learner and his/her individual goals, skills level and learning style.
- Integrate technology into classroom learning through the use of iPads, SMARTBoard, PC for customized instruction based on learner need.
- Oversee and participate in all aspects of learner relationships from initial contact of potential learners.
- Monitor learner progress through Learner Plan utilizing administration of common assessments such as Milestone Tasks and Culminating Tasks as well as update Learner Plan by the end of each month the learner is active in the program.
- Support learner transition to next steps training providers by linking them to educational and training opportunities provided through the Ontario Ministry of Training, Colleges and Universities, Community and Social Services, and employer organizations (local focus).
- Manage group program delivery through community partners including, but not limited to, ReStart, John Howard Society, City of Kingston – Community & Social Services, Prince-Edward Lennox & Addington Social Services, KFLA Mental Health, KFLA United Way, KCHC (Kingston Community Health Care), Prince Edward Learning Centre, Career Edge, Literacy Link of Eastern Ontario, Salvation Army, Quinte Detention Centre.

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- Manage group delivery programming through Satellite locations including but not limited to the Town of Greater Napanee, and Amherstview.
- Ensure that all required reporting to MTCU including but not limited to QSAR reports, Program Monitoring Reports, Annual Business Plan, Expenditure Reports, and In-Year Funding proposals are completed within the required timeframes.
- Manage in consultation with the Executive Director all aspects of group program delivery for KL&S, including research and recommendations to develop new program offerings, facilitation of same and trend analysis of potential learner population to ensure these are timely and appropriate.
- Oversee and participate in tutor relationships from initial contact of potential tutors with KL&S including but not limited to recruitment initiatives, tutor applications, tutor recognition, and administration of tutor hours.
- Participate in the development of short and long-term strategic plans around program delivery for KL&S.
- Identify and facilitate potential partnership opportunities for program development and delivery.
- Network with other literacy organizations, locally, regionally and provincially to share information on new developments within the field. Participate in the local Literacy Service Providers (LSP) meetings, or other professional development opportunities, with or in the absence of the Executive Director.
- Ensure confidentiality of learner and tutor volunteer files.
- Ensure adherence to the KL&S Board policies and procedures.

**b) Instruction:**

- Complete Tutor Certification and the requisite number of tutoring hours to qualify for Tutor Training Certification. Provide instruction both on a one-to-one and small group basis in all aspects of program offerings when required, including English reading and writing, Mathematics, Computer Basics, and Life Skills.
- Assist in the offering of on-going Tutor Training annually to interested KL&S volunteers.

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**c) Data Entry – EOIS CaMS:**

- Maintain learner files and monthly data reports, including information and referrals, new learners, training supports and exit and follow up information; enter required data and updates into the Employment Ontario Information System – Case Management (EOIS-CaMS) prior to each month end.
- Create training plans and ensure acceptance by students.
- Update files as needed.
- Administer Milestone and Culminating Tasks as appropriate.
- Complete Learner Satisfaction Surveys on each learner exiting the program, and enter results into CaMS.
- Confirm accuracy of CaMS data entered by all program staff.

**d) Financial Responsibilities:**

- Operating under the direction of the Executive Director participate in the disbursement of funds as directed by the annual budget for KL&S approved by the Board of Directors.

**e) Board of Directors & Committee Support:**

- Provide staff support to the Executive Committee, Board of Directors, and Committee Chairs as required.
- Participate in the Report of KL&S monthly program activities and any matters affecting KL&S program delivery.
- Attend meetings of the Board and Committee meetings as requested.

**f) Public and Media Relations:**

- Enhance the public profile of KL&S in the communities where program delivery is established.
- Interact effectively in a pleasant, professional manner with public, learners, volunteers, staff, and other organizations and agencies.

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- Provide information and Referral of services.
- Initiate and participate in promotional and outreach activities within the community to ensure Program Offerings of KL&S are well known.
- Establish and maintain effective and appropriate relationships with KL&S tutors, Board members, affiliate Employment Ontario service providers, other literacy organizations and community partners.
- Assist the Executive Director to write, research and post information for KL&S website, newsletters, Facebook, and other social media engaged.
- Assist with the co-ordination of promotional events such as the Annual General Meeting, Family Literacy Day, Grate Groan-Up Spelling Bee.
- Receive and respond to all public's suggestions, problems, and complaints according to policy.

**g) Fundraising:**

- Participate in Fundraising projects and events under the direction of the Executive Director.

**h) Health and Safety:**

- Act as the Program Health and Safety representative to ensure every reasonable precaution is undertaken in the circumstances for worker protection.

**QUALIFICATIONS:**

- Post-secondary degree in Education, Psychology, Community Development, Human Relations or similar field.
- Experience in Adult Literacy
- Experience in the delivery of Digital Literacy
- Experience working in a non-profit organization
- Tutor Certification and Tutor Training Certification an asset
- Excellent communication, interpersonal, critical thinking and analytical skills

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- Ability to case conference with other local EO Service Providers and community based partners (i.e. Ontario Works)
- Ability to differentiate instruction based on learner need
- Proven ability to develop and facilitate training/workshops
- Proficient use of Microsoft Office programs including advanced Excel features as well as Google Drive
- Knowledge of literacy, numeracy, and basic skills
- Knowledge of Essential Skills/Ontario Adult Literacy Curriculum Framework
- Knowledge of MTCU-LBS Service Provider Guidelines and Performance Management Framework
- Familiarity with Synchronous and Asynchronous learning platforms including but not limited to Plato, LearnScape, Moodle and SABA
- Awareness of local economic climate and community needs
- Familiarity with administering standardized assessment instruments and completing assessment reports an asset
- First aid an asset
- French spoken and written as asset.

Interested candidates should submit a cover letter and resume no later than **Monday, January 14<sup>th</sup>, 2019** to:

Attention: C.M. (Chuck) Dowdall, Executive Director

[cdowdall@klandskills.ca](mailto:cdowdall@klandskills.ca)

Subject Line: General Manager – Literacy and Basic Skills (LBS)

We thank all applicants for their interest and effort in applying, however, only candidates selected for an interview will be contacted.

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