



**COUNTY OF SANTA CLARA
INVITES APPLICATIONS FOR THE POSITION OF:**

Literacy Program Specialist

An Equal Opportunity Employer

SALARY

\$30.81 - \$37.24 Hourly \$2,464.64 - \$2,979.04 Biweekly \$5,340.05 - \$6,454.59 Monthly
\$64,080.64 - \$77,455.04 Annually

ISSUE DATE: 02/26/18

FINAL FILING DATE: 03/12/18. If the Final Filing Date states "Continuous", the application filing period may close any time after ten business days from the issue date of this job announcement if sufficient qualified applications have been received. Postmarks are not acceptable, therefore it is important to submit your application as soon as possible.

THE POSITION

Under general supervision, to coordinate, implement, monitor, and evaluate learner and volunteer tutor services including one-on-one, small-group and one-time learning opportunities.

The current vacancy is part-time, however, the eligible list established will be used for other vacancies as they occur.

TYPICAL TASKS

- Recruits, interviews, trains and evaluates learners, tutors, and other supporting volunteers;
- Integrates literacy services within general library service, including participation in meetings, committees, and activities;
- Assists in developing and implementing program policies and procedures;
- Screens learners for suitability for the program, conducts intake interviews, administers ongoing assessments of learner's reading abilities, clarifies short- and long-term goals;
- Selects, orders and maintains the program's instructional and literacy-related materials;
- Provides instructions in basic computer skills and terminology; maintains the program's database and acts as the liaison with Library technical staff regarding computer issues;
- Enters and maintains accurate records on learners and tutors in the program's database;
- Matches learners with appropriate tutors; monitors, evaluates and documents progress;
- Provides tutor-learner matches with materials, support, guidance and referrals as needed;
- Monitors and evaluates program effectiveness, growth, outcomes, and retention rates;
- Prepares monthly, quarterly and annual reports;
- Manages, maintains and ensures facility and equipment are safe, secure and in working order;
- Makes presentations at workshops, trainings, and conferences;
- Facilitates workshops and small -group classes; maintains, revises and implements curriculum as required;
- Implements and oversees special learner and volunteer tutor projects including recognition events, and special celebrations;
- May provide literacy services directly to inmates in correctional facilities;
- Identifies and implements community outreach efforts, including program promotions, presentations, and participation in local meetings and events;
- Collaborates with community organizations, educators and businesses to develop partnerships for referrals, support and other mutually beneficial relationships such as

memorandums of understanding, funding requests and similar activities to support literacy awareness and advocates;

- May be assigned as a Disaster Service Worker, as required;
- Performs other related duties as required.

EMPLOYMENT STANDARDS

Sufficient education, training and experience which demonstrates possession and application of the following knowledge and abilities:

Experience Note: The knowledge and abilities required to perform this function are typically acquired through the possession of a Bachelor's Degree in Education, Psychology, Communication, Humanities, Social Science or a closely related Behavioral Science field and one (1) year of experience as a trainer, teacher, program coordinator or program evaluator in a literacy program, adult education program, or other community learning program.

Possession of a valid California Driver's License prior to appointment and the ability to qualify for and maintain a County Driver's Permit.

Knowledge of:

- Principles and practices of training, instruction and project management, especially related to adult literacy and volunteer based programs;
- Library practices and procedures;
- Recruiting, interviewing and counseling techniques;
- Literacy materials, techniques and methodologies;
- Volunteer programs, organizations and community resources;
- Personal computers including word processing and other common office applications.

Ability to:

- Work effectively with other library jurisdictions, organizations and members of the community;
- Write reports in a clear and concise manner;
- Communicate effectively with tact and diplomacy both orally and in writing, with people of diverse backgrounds;
- Establish, maintain, and foster courteous and effective working relationships;
- Recommend, identify and procure literacy materials;
- Assess reading levels and learning progress of learners;
- Effectively match volunteer tutors with learners;
- Collect, analyze and prepare data for State grants and other reports;
- Train, guide and oversee the work of tutors and volunteers;
- Plan, organize and conduct workshops, presentations and training sessions;
- Work independently, exercise good judgment and take initiative;
- Work flexible schedule, including occasional evening and weekend hours;
- Utilize office equipment including copy machine, fax machine and printer, and operate audio-visual equipment.

VETERANS PREFERENCE INFORMATION: Any veteran who has submitted a copy of their DD214 form, and received a discharge of other than dishonorable, from the armed forces showing service in any branch of the United States military will be given a preferential credit of five percent (ten percent for those identified as disabled veterans), after attaining a passing examination score for a numerically scored examination, as applicable by Memorandum of Understanding.

THE EXAMINATION PROCESS: The examination process may include one or more of the following: application review, application appraisal, preliminary competitive rating, performance test, written test, and/or oral interview examination.

This recruitment may require completion of Supplemental Questions in order to evaluate your education, training and experience relative to the required knowledge and abilities for the position you are applying for.

Your responses to the questions may also be reviewed and scored in a Competitive Rating evaluation process based on pre-determined rating criteria. Your answers should be as complete as possible, as no additional information will be accepted from applicants once the Competitive Rating evaluation has begun.

*New Hires shall be subject to a pre-employment criminal background check.

DISASTER SERVICE WORKERS: Under California law, all County employees are designated as Disaster Service Workers (DSW). In the event of a catastrophic event, County employees may be expected to fulfill emergency action assignments. As DSW's, they may be assigned to assist in any disaster service activity that promotes the protection of public health and safety and preservation of lives and property.

INFORMATION ON PERS CONTRIBUTION: For new members, salaries above a limitation imposed by federal law (that limit per IRS is \$118,775 for 2017): (1) neither the County nor the employee makes contributions to PERS on the portion of salary that exceeds the limit, and (2) the portion of the salary that exceeds the limit is not used by PERS to calculate the retirement benefit. If you were a member prior to January 1, 2013, the limit is \$270,000 for 2017.

APPLICATIONS MAY BE OBTAINED AND FILED ONLINE AT:

<http://www.sccjobs.org/>

OR

70 W. Hedding Street, 8th Floor, East Wing
San Jose, CA 95110

EXAM #18-J4A-A
LITERACY PROGRAM SPECIALIST
CL

Literacy Program Specialist Supplemental Questionnaire

- * 1. Please answer the following questions. Completion of the following supplemental questions is **REQUIRED** for your application and is an integral part of the evaluation process. Initially, it will be used to evaluate against the employment standards. For those applicants meeting the employment standards, this information will be critical in the subsequent competitive assessment to identify those candidates to be invited to continue in the examination process. Your responses to the questions may also be reviewed and scored in a Competitive Rating evaluation process based on pre-determined rating criteria. Your answers should be as complete as possible, as no additional information will be accepted from applicants once the Competitive Rating evaluation has begun. Please include the name of employer, job title, dates of employment and number of hours worked per week for questions asking about your experience. A response of "see resume" or "see application" will deem your application incomplete. Vague, incomplete or non-responsive answers could result in no or low scores in a competitive rating process. Do you understand this requirement?

- ☐ Yes
☐ No

- * 2. What is the highest level of education you have completed? (education by units)

- ☐ High School or GED equivalent
☐ College (1 to 29 semester units / 1 to 44 quarter units)
☐ College (30 to 59 semester units / 45 to 89 quarter units)

- ☐ College (60 to 89 semester units / 90 to 134 quarter units)
 - ☐ College (90 to 119 semester units / 135 to 179 quarter units)
 - ☐ College (120 or more semester units / 180 or more quarter units)
 - ☐ Associate's Degree
 - ☐ Bachelor's Degree
 - ☐ Master's Degree
 - ☐ Doctoral Degree
- * 3. In which of the following areas do you have experience as a trainer, teacher, program coordinator or program evaluator? Check all that apply.
- ☐ Literacy Program
 - ☐ Adult Education Program
 - ☐ Community Learning Program
 - ☐ None of the above
- * 4. For each individual area checked above, please provide the number of years and a detailed description of your experience. Please include the name of employer, job title, dates of employment and number of hours worked per week. If none, type N/A.
- * 5. Indicate the number of years of experience you have with recruiting, interviewing and counseling adult learners and tutors.
- ☐ None
 - ☐ Less than one year
 - ☐ One to less than two years
 - ☐ Two to less than three years
 - ☐ Three to less than four years
 - ☐ Four to less than five years
 - ☐ Five or more years
- * 6. Describe your experience with recruiting, interviewing and counseling adult learners and tutors. Please include the name of employer, job title, dates of employment and number of hours worked per week. If none, type N/A.
- * 7. Indicate the number of years of experience you have overseeing the work of adult learners, tutors and volunteers.
- ☐ None
 - ☐ Less than one year
 - ☐ One to less than two years
 - ☐ Two to less than three years
 - ☐ Three to less than four years
 - ☐ Four to less than five years
 - ☐ Five or more years
- * 8. Describe your experience overseeing the work of adult learners, tutors and volunteers. Please include the name of employer, job title, dates of employment and number of hours worked per week. If none, type N/A.
- * 9. Do you possess any of the following English as a Second Language (ESL) certifications? Check all that apply.
- ☐ TESOL
 - ☐ CELTA

- ☐ TEFL
- ☐ TESL
- ☐ None of the Above

* Required Question