

## AUSTIN FREE-NET

### PROGRAM SPECIALIST JOB DESCRIPTION

#### (Homeless/Senior Populations)

**Department:** Programs & Training

**FLSA Status:** Non- Exempt

**Reports To:** Director of Programs & Training

**Funding Sources:** Grant

#### ABOUT AUSTIN FREE-NET

Since 1995, Austin Free-Net (AFN) has provided technology training and access for the Greater Austin community, fostering skills that enable people to succeed in a digital age. Our computer labs and classes are open to all, though our primary focus is on underserved communities. The knowledge we

#### **Position Summary:**

Manage computer/Internet classes and/or clinics and public Internet access lab(s) hosted at homeless Public Computer Center (PCC) partner sites. Coordinate course materials, evaluations, and create strategies for class participants. Send reminder messages to participants regarding classes and/or training, and track evaluations for reporting purposes. Assist and offer suggestions for curricular materials. Serve as backup to instructors in computer classes as necessary. Track number of participants, demographic information and feedback for reporting purposes.

#### **Duties**

- Work with the AFN management team and PCC partner site manager(s) to coordinate and deliver training and extended access hours for PCC partner sites.
- Assume responsibility for working with the AFN Director of Program to ensure the appropriate materials and supplies are available for training needs for the PCC partner sites.
- Coordinate all preparatory work leading to training and workshops at PCC partner sites. This includes document creation using Word and Excel, managing and packing training supplies and corresponding with PCC sites via email, phone, and in person.
- Assist PCC partner sites and AFN staff in the development of sustainable outreach and training plans.
- Provide direct training to PCC partner clients and volunteers.
- Work with PCC partner sites to gather and report in a timely manner all required PCC training statistics.
- Manage forms and data collection by collaborating directly with AFN staff and staff at PCC partner sites after each session.
- Assist the team in identifying, recruiting, training, and utilizing community volunteers.
- Participate as an active team member with the AFN training team creating a common set of "best practices" for partner agencies to use to identify and recommend curricula, clinic trainings, professional development for program specialists, creating catalogs, handouts, and other documentation as required.
- Experience with Adult basic education helpful

- General program responsibilities:
  - Participate in program meetings, staff meetings, off-site trainings and retreats.
  - Work collaboratively with other team members to achieve overall team goals.
  - Contribute new ideas regarding the sustainability for outreach programs.
  - Understand and communicate the AFN mission to PCC partner sites staff, clients, donors, and other stakeholders and other tasks as needed.

#### **QUALIFICATIONS:**

##### Required:

- Bachelor's degree in Education, Social Work, or equivalent;
- Good listener; patient teacher;
- A team player with a positive attitude and a passion for the AFN mission; Experience working with one or more underrepresented or vulnerable of the population groups, adult learners and/or low income communities.
- Demonstrated experience leading presentations and/or training sessions
- Detail-oriented with strong writing skills
- Proven organizational and problem-solving skills
- Strong "people" skills
- Team player who is also capable of working independently and with minimal oversight
- Demonstrated flexibility when priorities change
- Capacity to thrive under pressure while working on multiple tasks and projects
- Ability to set priorities for self, and adjust when priorities change
- Proficient using all Microsoft Office applications including Word, Excel, etc.
- IT training or solution skills

##### Preferred:

Experience working with homeless populations

#### **Supervisory Responsibilities:**

This position has no supervisory responsibilities

#### **Physical Demands/Work Environment:**

- Communicates orally with management, co-workers and the public in face-to face, one-to-one, and group settings.
- Regularly uses a telephone and e-mail for communication.
- Uses office equipment such as computers, copiers, and fax machines.
- Sits for extended time periods.
- Hearing and vision within normal ranges.
- Uses hands to finger, handle and feel and reach with hands and arms.
- Frequent sitting, standing, walking, bending and twisting upper body.
- Capable of lifting up to 20lbs.
- Capable of viewing computer monitor for long periods.

#### **Environmental Demands:**

- Continuous indoor activity and exposure to florescent light.
- Frequent exposure to computer, video, and other copier emissions.
- Some outdoor activities and exposure to weather.

**Other Working Conditions:**

- Continuous requirement for professional demeanor and appropriate office attire.
- A criminal background check is required.
- Continuous work as a team member and ability to work independently with some supervision.
- Frequent work under stress and under pressure of deadlines with overlapping projects.
- Continuous ability to work well with others.

**Important Note:**

*The information contained in this job description is intended to outline the general nature and scope of work being performed by an employee assigned to this position. It is not intended to be construed as a contract, or as an exhaustive list of all responsibilities, duties and capabilities required of a person employed in this capacity. Job descriptions are subject to change at the discretion of Austin Free-Net an EOE Employer*