

## **Adult Education Navigator- Milwaukee, WI**

**JOB CODE: WW001**

**Schedule: Full Time**

**Work Status: Regular- On-site**

**Compensation: \$17.00/hr minimum starting wage + benefits. Pay dependent on experience.**

**Location: 2701 S. Chase Avenue, Milwaukee, WI. 53207**

### **We Invite You to Join UAMOS' Diverse & Dedicated Team**

Are you a motivated, results-oriented candidate seeking to put your talents, skills, and experience to work as part of a mission-driven, customer-focused organization? If so, we invite you to join UAMOS' diverse and dedicated team of over 1,000 professionals making a positive difference across more than 60 offices in seven states. Whether you are passionate about facilitating early childhood development; providing training and career planning for a parent; aiding a farmworker in accessing basic needs and new opportunities; educating at-risk individuals in HIV prevention; or supporting those fleeing domestic violence or human trafficking, UAMOS is the place where you can fulfill your passion for helping families, businesses, and communities build better futures.

#### **Benefits**

To support its team members, UAMOS offers highly competitive compensation as well as a benefits package including:

- Paid time off that increases over your years of service
- 12 paid holidays annually
- A robust range of insurance covering health, dental, vision, life, short- and long-term disability, and accidental death & dismemberment
- The options to establish either a Health Savings Account or Flexible Spending Account, which can be used to cover deductibles, prescriptions, and other healthcare expenses
- A variety of support services to promote well-being through the employee assistance program
- Retirement plan options, including 401(k) and Roth IRA, allowing you to make pre-tax or after-tax contributions. For those participating in the 401(k) Retirement Plan, UAMOS annually contributes at least 3% of employees' eligible compensation

## **Advancement**

In addition, UMOs offers opportunities for advancement. In fact, a number of the senior management, including Lupe Martinez, President & CEO, were promoted from within the organization.

## **Diversity & Equal Opportunity**

UMOS is proud to be an Equal Opportunity Employer, and encourages qualified candidates of all backgrounds to apply, irrespective of race, ethnicity, color, religion, sex, national origin, sexual orientation, marital status, disability, age, parental status, and military service, or any other status protected by federal, state, or local law. In fact, 78% of senior management positions are held by people of color and women.

## **If you believe that education can make a real difference in people's life's and you have a passion for helping others achieve their educational goal, we have a perfect career opportunity for you!**

In the role of the W-2 Adult - Education Navigator, you will act as the primary support for W-2 Adults in need of completing their High School Diploma (HSD) or equivalency degree. The Education Navigator will work directly with the W-2 Adult to assess the proper HSD or equivalent completion track, assist the W-2 Adult with navigating the HSD/GED/HSED completion process, and coordinate and collaborate with local HSD/GED/HSED resources. The W-2 Adult - Education Navigator will meet with referred W-2 Adults on a minimum bi-weekly basis. Weekly contact is preferred.

### **Primary Responsibilities:**

1. Maintain an up-to-date knowledge and familiarity with job center/workforce programs and services
2. Provides one-on-one session with customers on job center/workforce programs to include eligibility and registration process and timelines for services.
3. Develop and maintain database and binder/booklet of internal and external community resources. Establish and maintain referral system.
4. Assist in community or in-house outreach to inform customers of program options, rights, responsibilities, and pertinent information as it relates to program specific eligibility.
5. Assess W-2 Adult for proper HSD or equivalency completion track.
  - a. Review State of WI eligibility requirements for HSD/GED/HSED with W-2 Adults.
  - b. Assist W-2 Adults in obtaining high school transcripts, if appropriate.
  - c. Review W-2 Adults HS transcripts to determine if HSD can be completed through a DPI request.
  - d. Educate W-2 Adult on HSD or equivalent completion options and discuss which option best fits that individual's needs.
  - e. Develop a plan for completion of one of the options discussed and subsequent activities necessary to work toward an identified goal, career, or occupation.

- f. Ensure completion of TABE assessment by obtaining results of completed TABE within the prior six months, administering TABE assessment, or referring individual for TABE assessment completion.
6. Support W-2 Adults for HSD/GED/HSED preparation by assisting W-2 Adults with navigating the process
  - a. Assist W-2 Adult with registering for GED/HSED informational sessions.
  - b. Assist W-2 Adult with registering for GED/HSED orientation sessions.
  - c. Assist W-2 Adult with cost of GED/HSED testing by coordinating payment vouchers.
  - d. If applicable, assist W-2 Adult in requesting HSD through DPI.
  - e. Conduct bi-weekly check-ins with W-2 Adults to gauge progress on GED/HSED. Assist as appropriate with barriers.
  - f. Assess W-2 Adults needs and identify appropriate supports to aid W-2 Adults in education attainment. (e.g., provide supportive services such as supplies, offer quiet area for studying, provide transportation assistance)
  - g. Review and counsel W-2 Adults on studying/learning best practices (e.g., having a dedicated space for studying/learning at home, doing homework together with children, minimize distractions)
7. Responsible for entering all necessary participant information into the various systems, i.e.: WWP, ECF
8. Assist individuals with Disabilities in accessing job center/workforce program services including specialized equipment
9. Exercise excellent customer service skills when dealing with customers and use professional judgment in addressing barriers and/or concerns
10. Coordinate and collaborate with local GED/HSED resources
  - a. Identify, connect, and establish referral system with local literacy and/or tutoring resources.
  - b. Ensure ongoing communication with W-2 Adult's FEP regarding cooperation, engagement, and progress on HSD or equivalent activities.
  - c. Identify, communicate, and collaborate with educational institutions and other resources, including community-based organizations, that provide GED/HSED services geared toward the specific challenges faced by the W-2 population.
  - d. Conduct regular meetings among partners to discuss referrals, engagement, and challenges faced with W-2 Adult's GED/HSED activities.
  - e. Identify and resolve issue related to referrals, engagement, and progress on GED/HSED completion.
  - f. Assist with finding services that will improve education levels, including literacy, ESL, and other resources for further academic opportunities such as apprenticeship programs, tech and 4-year college programs.

11. Prepares weekly/monthly progress reports on both student participation and learning and submits weekly attendances records as required to case management staff.
12. Refer participants to appropriate community resources in addressing identified barriers such as childcare, transportation, legal services, housing, mental health, and other special circumstances as deemed necessary and coordinating with case management staff

## **Qualifications:**

1. Minimum of a High School Diploma (or equivalent) supplemented by two years of post-secondary relevant education in human services or related field. Note: additional years of work experience in a relevant field can be substituted for one year of education.
2. Minimum two years' experience in one or a combination of the following: human/social services - related customer service, counseling, workforce development, or in teaching/tutoring. Note: additional years of post-secondary education in a relevant field can be substituted for one year of experience.
3. Must be familiar with all job center/workforce program functions including eligibility requirements, services and process.
4. Demonstrated ability and/or knowledge in Individual Counseling Techniques and Case Management Principles.
5. Effective oral and written communication skills to include problem solving and decision-making skills
6. Knowledge and understanding of internal and external community resources.
7. Knowledge of computer programs and strong organizational skills.
8. Knowledge and working experience in Adult Basic Education field. Required to perform basic math including calculation of fractions, percentage's and/or ratios; read technical information, compose a variety of documents and/or facilitate group discussions, and solve practical problems. Specific knowledge required to satisfactorily perform the functions of the job includes concepts of grammar and punctuation, study skills, test taking strategies, ESL strategies, and other basic education knowledge.
9. Knowledge and understanding of the educational needs of the educationally and economically disadvantaged population that is culturally and linguistically diverse.
10. Bilingual in English and any other language preferred.
11. Must have a car and adequate auto liability insurance and be able to travel and work irregular hours.

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*UMOS is an equal opportunity Affirmative Action employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.*