

## Chinese Mutual Aid Association: Literacy Associate



Chinese Mutual Aid Association (CMAA) is seeking a Literacy Associate to provide support to CMAA's adult education program. The Literacy Associate will assist with growing and coordinating CMAA's volunteer literacy program. This position is part-time.

The ideal candidate will display a deep commitment to offering high-quality services to the immigrant community. She, he or they will be committed to getting results in a fast-paced environment and able to handle multiple projects independently. This position is an excellent opportunity to learn about and engage various ethnic and low-income communities and to contribute to a forward-thinking team dedicated to building a sustainable Adult Education and Workforce Department. Evening and weekend hours may be required for this position.

### About Chinese Mutual Aid Association

Chinese Mutual Aid Association (CMAA) is a fast-paced organization, dedicated to fostering the integration of the Pan-Asian immigrant and refugee community into U.S. culture. Established in 1981, CMAA has been a cornerstone of the Uptown community since then, providing programming for generations of low-income youth, adults, and senior citizens. The Adult Education and Workforce Department provides English as a Second Language, Adult Basic Education, Contextualized Healthcare Literacy Bridge, and Digital Literacy classes, and assists clients with transitioning into the workforce and further education, through workshops and individualized counseling.

### Job Responsibilities

The Literacy Associate is responsible for the following:

- Matching adult education clients with volunteer tutors and providing support to volunteers
- Engaging potential tutors through email and phone communication; processing tutor intakes and facilitating CMAA orientation sessions
- Maintaining a variety of up-to-date tutor resources, including a tutor handbook and online ESL resource list
- Entering and maintaining up-to-date client and volunteer data in agency-wide database and spreadsheets
- Assisting with quarterly grant reports and annual grant applications
- Coordinating in-service tutor training workshops; organizing tutor appreciation events
- Conducting outreach for CMAA's adult education programming and recruiting volunteer tutors
- Assisting with registration and orientation periods for adult education clients and volunteers with the Senior Coordinator of Adult Literacy; conducting intakes and proctoring in-person and virtual literacy tests
- Attending professional development networking meetings as needed
- Other duties as assigned

### Key Competencies

We're seeking candidates who are passionate about working with immigrant communities and excel in relationship building. You should have:

- A bachelor's degree
- A commitment to meeting a high bar and a strong interest in working with a limited English proficient population
- Ability to work both independently and as a team member, demonstrating cultural sensitivity to constituents
- Strong written and verbal communication skills
- Experience managing multiple projects and a demonstrated ability to adhere to deadlines
- Fluency in a second language is preferred, especially Amharic, Cantonese, Mandarin, and/or Vietnamese

### How to Apply

Please send a cover letter and resume to Madeleine Azcueta, Senior HR Generalist, at [madeleinea@chinesemutualaid.org](mailto:madeleinea@chinesemutualaid.org), by July 26, 2021.

**Chinese Mutual Aid Association is an Equal Opportunity Employer.**