



City of Monrovia, Department of Community Services
Monrovia Public Library Literacy Services



Volunteer Job Description: Case Manager

Importance of Position

Many people don't know about the far reaches of illiteracy. Think of the things that you could not do without reading: getting or maintaining a job, reading labels, ordering food in a restaurant, or understanding the foreign language spoken all around you. The Monrovia Library Literacy Services Program addresses some of these issues with one-to-one volunteer tutoring, but these tutors have only a limited time in which to understand and help their learners with the broader struggles they face in their lives. The case manager will assess and track the needs of these learners, and provide their tutors with relevant information.

Qualifications

Volunteers must be able to read, write and speak English fluently, and will preferably be bilingual in Spanish or Cantonese/Mandarin. They should be willing to commit to helping a learner achieve their goals. Prior experience in case management or social work is required.

Responsibilities

- 📖 Meet with a learner and tutor pair or battery of learner/tutor pairs on a weekly or monthly basis to ascertain and assess their needs and progress.
- 📖 Prepare and provide materials that can be used by tutors in the lesson plans, and by learners in their daily lives.
- 📖 Track the progress of your learner/tutor pairs and make brief, monthly reports to the Literacy Coordinator.

Responsible to

Literacy Coordinator at the Monrovia Library: 626-256-8272 or literacyservices@ci.monrovia.ca.us.

Training Provided

There is a basic orientation to the program provided by Literacy Services staff, as well as a detailed overview of the conditions of the learner(s) that you are assigned to.

Benefits of Volunteering

You are making a difference in your community—one that can drastically change a life. You are giving your time for someone else and getting the opportunity to see a learner meet their goals and achieve success. Other benefits of volunteering include training, letters of recommendation, and networking opportunities.

Time commitment

Volunteers should expect to meet on a weekly basis with learners and tutors for approximately an hour per meeting, plus an additional hour per week preparing materials and performing other necessary duties.

Length of commitment

The nature of this program requires at least a six month time commitment to create positive change in the lives of learners.

Grounds of Termination

- 📖 Inability to attend or to fulfill weekly responsibilities, or for behavior unbecoming of the library or the literacy program. We expect our volunteers to be a good reflection of our services.

- 📖 Breach of boundaries. Please maintain a tutor-learner relationship with your student. Examples of this include tutoring in a public location, never in a private home and never giving rides to your students. Please remember that you are a literacy tutor, not a social worker.
- 📖 Breach of confidentiality. Please do not discuss your learner's challenges or difficulties to anyone who knows them or in a way that might expose their identity.
- 📖 Failure to complete City background and drug test. More information about this process is on the back of this sheet.