Working Title: Manager of Academic Service-Learning

Hayes Hill Title/Level: Administrative Program Manager I/100% FTE annual year appointment
Office Location: Swenson Hall, Suite 1061
Position Reports to: Director of the Center for Community Engaged Learning

Position Summary:
Leads, designs and implements support for Academic Service-Learning, a program within the Center for Community Engaged Learning. Annually, provides support for an upwards of 40 professors, 100 community partners and 1,000 UW-Superior students through Academic Service-Learning courses. Supervises the AmeriCorps position, student assistants, and other staff as appropriate. Works collaboratively as a team member as a part of the Center for Community Engaged Learning.

Duties and Responsibilities:

Leadership and Development on Campus
- Provide strategic oversight and day-to-day management of Academic Service-Learning (AS-L) for the campus.
- Support faculty members, from various disciplines, with integrating AS-L into courses.
- Provide support and resources for academic programs, and departments, to strategically and sustainably integrate AS-L throughout their curricula.
- Assist faculty members and instructors with securing and maintaining community partnerships.
- Lead the AS-L Course Designation processes.
- Facilitate student memoranda of agreements, clarifying the roles of the service-learners, the professor, the community partner and AS-L staff.
- Serve as the key point of contact and resource for all on-campus AS-L inquiries.
- Promote and publicize AS-L to internal university and external audiences.
- Create, organize and implement campus-wide presentations and workshops on AS-L.
- Facilitate orientation for each UW-Superior student before they begin their AS-L placement, presentation or project/product with a community partner.
- Participates in University committees and meetings relevant to role.

Leadership and Development in the Community
- Develop and maintain reciprocal, win-win collaborations between local community agencies and the University.
- Serve as placement coordinator and liaison for 50-70 community partners.
- Create policies and procedures for risk management processes and other AS-L activities.
- Serve on community wide and community site specific, committees, initiatives and boards to further build and identify community partners.
- Serve as the key point of contact and resource for external AS-L inquiries.
- Represent AS-L at campus and/or community events.

Supervision
- Annually apply for, hire, and supervise an AmeriCorps position and leads the hiring of office assistants.
- Provide supervisory assistance with the day-to-day activities of student assistants.
- Uphold federal and state-specific guidelines for the AmeriCorps member, including but not limited to the quarterly reporting requirements.
- Provide placements and support for up to 1,000 service-learners in the community on an annual basis.
Budget, Grants, Assessment, Reporting, and other duties

- Provide support and data for external grant funding and awards related to AS-L and CCEL activities.
- Maintain documentation of all AS-L results for various reports as it connects to CCEL’s and the University’s larger strategic plan.
- Provide assessment resources for faculty members to conduct research on the impact using AS-L has on their teaching and/or student learning outcomes.
- Maintain and update contact information for community partners.
- Administer and collect student and community evaluations (through hard copies or Qualtrics) to compile and share results to faculty/staff.
- Monitor and maintain list of Affiliation Agreements.
- Other relevant Academic Service-Learning duties as assigned by the Director of the Center for Community Engaged Learning.
- Other duties as assigned.
- Complete mandatory trainings and professional development opportunities

Requirements of Work:

- Working knowledge of Service-Learning programs and strategies.
- Experience and skill working with professors and students from a wide variety of academic disciplines.
- Capacity to form and sustain purposeful relationships and networks.
- Ability to supervise, motivate, lead and provide strong direction in Service-Learning activities.
- Ability to lead a team-oriented effort for problem solving, building consensus and orchestrating change.
- Skill and experience in strategically developing programs and programming in education.
- Success and experience in writing and managing grants.
- Proficient in communicating effectively, both orally and in writing, with faculty, administrators, students and external community members.
- Skill and experience in implementing program assessments.
- Ability to foster a leadership environment to enhance and promote sensitivity to and respect for diversity.
- Ability to establish and maintain effective working relationships with faculty, administrators, students and off-campus partners.
- Ability to foster a leadership environment to enhance and promote professionalism and professional development in student workers and any supervised staff.
- High level of motivation, enthusiasm and creativity as well as a strong work ethic.
- Ability to effectively plan, organize and direct programs and operations.
- Ability to effectively manage multiple, often complex projects with overlapping timeframes and deadlines.
- Dedication to the mission of the CCEL and AS-L and the desire to work in the context of a liberal arts University.

Minimum Qualifications:

- Bachelor’s degree from an accredited institution.
- A minimum of 2 years of experience coordinating community based learning (Academic Service-Learning) within higher education.
- Demonstrated supervisory and leadership skills.

Preferred Qualifications:

- Master's degree from an accredited institution or relevant equivalent experience.
- A minimum of 3 years of progressively responsible experience in the coordination of community based learning, volunteer programming or nonprofit/community partnerships.