

Senior Manager, Academic Support Services  
Job Description FY25

**Position Overview:**

The Senior Manager, Academic Support Services (SMASS) will guide the support services for all elementary and high school students. Primary duties include academic monitoring of students, special education case management for Shalanda's Scholars (currently 30% of the Horizons for Youth student population), and managing supplemental instruction services. This position supports one of our strategic plan initiatives to maintain a robust Diverse Learner Program.

This position will work in close collaboration with the Program Managers and the Academic Support Services Consultant and will report to the Senior Director, Program Services.

This is a full-time position (40 hours a week) with HYBRID work requirement under a Be Present work policy. Some evening and weekend hours are required (one later evening a week and on average one Saturday a month). The position includes paid vacation and health, dental, and life insurance benefits, with 100% of employee premiums paid by Horizons for Youth. For the health insurance, HMO is 100% paid; PPO may require employee deductions.

The SMASS will be the primary relationship manager for portfolios of stakeholders and partners including tutoring vendors and others as needed and relevant.

**Primary Objectives**

- 1) **Academic Monitoring (30%):** Maintain and manage academic progress tracking system.
- 2) **Shalanda's Scholars (35%):** Maintain programming for K-12<sup>th</sup> special education case management.
- 3) **Supplemental Instruction Services (35%):** Manage and coordinate sustainable tutoring and instructional support for students needing enrichment and remediation.

**Responsibilities for Primary Objectives**

**1) Academic Monitoring:** Maintain and manage academic progress tracking system.

- Evaluate, refine systems and structures that support the academic progress of all K-12<sup>th</sup> grade students.
- Refine annual program goals and objectives.
- Through monthly academic monitoring meetings:
  - Discuss the academic and social-emotional progress of all students in the Academic Trackers
  - Identify students in need of academic or social-emotional support through review of various measurements, including Program Manager's progress notes, report cards, NWEA/Aspire testing, in-house assessments.
  - Monitor student involvement in recommended services.
  - Work with Program Managers to develop intervention strategies for students to achieve their personal academic goals.

- Collaborate with school teams directly, as needed

2) **Shalanda's Scholars:** Maintain programming for K-12<sup>th</sup> special education case management.

- Manage the process for securing, reviewing, revising and monitoring customized services plans (IEP/504/SSP, etc)
  - In collaboration with Program Managers, track and manage status of student IEPs and learning plans with schools—ensuring annual updates and uploading documents to Salesforce.
  - In coordination with Program Managers ensure that at least one Horizons for Youth team member attends any school or evaluation meetings for diverse learners.
  - Support families, school partners and student teams in developing customized service plans (IEP/504/SSP, etc)
- Act as primary relationship manager for our partners for student evaluations and other partners as needed.
- Maintain and develop parent and partner education and coaching opportunities.
- Update annual quality indicators for partnership school quality assessment and participate in ongoing school assessment.
- Design and coordinate programs services aligned with Shalanda's Scholars strategic plan and goals in conjunction with Horizons for Youth community members.

3) **Supplemental Instruction Services:** Manage and coordinate sustainable tutoring and instructional support for students needing enrichment and remediation.

- Refine annual program goals and objectives.
- Coordinate the operations of supplemental instruction services:
  - Develop and implement ongoing tutor support curriculum, including orientation, training, and session content recommendations
  - Lead parent/student facing tutoring assessments and surveys on Tutoring experience- Data collection
  - Lead any necessary pre/post assessments (tutoring, summer, EF)
  - Collaborate with the Manager of Volunteer Engagement to arrange one-on-one volunteer tutoring, and survey tutors
  - Arrange paid tutors/teachers for students with diverse learning needs – hire, train and manage teachers, including submitting invoices and ongoing supervision
  - Arrange support services with partnership agencies – establish and cultivate organizational relationships, assess service delivery, and place students as appropriate.
  - Lead summer program opportunities coordination.
  - Manage recruitment, placement and monitoring for any academic components.

### **Additional Responsibilities:**

- Assist with relevant tasks related to financial management for the organization: track budgets and expenditures, responsible use of credit cards/direct payment methods
- Prioritize attending mandatory events (Back to School Picnic, On Cloud Nine, No Ordinary Evening, End of Year Celebration, etc.), and other events as required.
- Other duties as assigned.

### **Job requirements:**

- Bachelor's degree required, Master's degree preferred.
- Five to seven years of work experience in education or a related field that includes managing student, family and school relationships.
- Experience in special education teaching, case management, and in managing IEP and 504 plans.
- Excellent written and verbal communication skills.
- Understanding of and commitment to the empowerment of families from under-resources areas and diverse communities (preferably in Chicago).
- Quality listening skills, empathy, and commitment to the Horizons for Youth mission.
- Considerable organizational skills, time management and interpersonal skills, sensitivity and personal initiative required.
- Experience with Salesforce (preferred, but not required).

Horizons for Youth is an equal opportunity employer and seeks to employ qualified individuals based on individual merit. Horizons for Youth does not discriminate against any individual with respect to the terms and conditions of employment based on that individual's race, sex, age, religion, color, national origin, disability, genetic information, marital status, veteran status, sexual orientation, gender identity or expression, housing status, or any other non-merit factor protected under state, local or federal laws. Equal Employment Opportunity applies to all personnel actions such as recruiting, hiring, compensation, benefits, promotions, training, transfer, termination, and opportunities for training. Horizons for Youth is committed to a fair and equitable workplace where everyone is a respected and valued member of the team.

**To apply for this opportunity**, please fill out this [Google Form application](#). If you have a Google account, you will be prompted to sign in and upload your current resume through the form. If you don't have an account, please send your resume to [meghan@horizons-for-youth.org](mailto:meghan@horizons-for-youth.org).