

# DAYTON METRO LIBRARY

## VOLUNTEER OPPORTUNITY

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**OPPORTUNITY TITLE:** ESL Program Facilitator

**DEPT:** Volunteer Services

**REPORTS TO:** Volunteer Services Manager  
Location Manager

**DATE:** 3/2023

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**BASIC FUNCTION:** This volunteer opportunity is responsible for facilitating learning through a multi-learning station curriculum model developed for the Library's ESL Program for Newest Americans. Facilitators provide an opportunity to practice English in a student led, non-judgmental, safe and fun atmosphere. Help build adult newcomers' skills in spoken English and create confidence in speaking – in an informal, respectful and inviting space using DML approved lesson plans. This is a student-centered model.

**ESSENTIAL DUTIES:**

- Participate in orientation and ongoing training sessions.
- Facilitate one or more multi-learning stations with corresponding, (color coded) lesson plans that might include activities, learning menus, DML databases and technology, journaling exercises, reading and comprehension, talk tables, and learn and play stations.
- Support English Language Learner's effort to track their efforts on a progress card.
- Be friendly, welcoming and respectful to diverse participants.
- Manage personal conflict in your group, and provide positive guidance and encouragement.
- Refer issues and concerns to the Library staff.

**COMPETENCIES:** To successfully serve as a volunteer ESL Program Facilitator, an individual should demonstrate the following competencies.

Adaptability/Innovation: Welcomes and adjusts to changing situations, conditions, and work responsibilities. Develops and implements resourceful ideas that provide positive solutions to all types of workplace challenges.

Communication: Connects with others, both verbally and via written means, to effectively provide thoughtful, timely, and accurate information across all organizational levels and with all appropriate people in a professional manner.

Customer Service: Proactively, effectively, and pleasantly meets the needs of both internal and external library customers in a manner that is culturally-responsive with a high-degree of emotional intelligence. Prioritizes service to patrons above all other tasks.

Dependability/Accountability: Takes personal responsibility for the quality and timeliness of work and achieves results with little oversight.

Intercultural: The ability to effectively interact across and within multiple dimensions of diversity, cultures, and experiences simultaneously, while embracing and understanding the impact of intersectional identities. This includes the process of active listening, learning, and reflecting to develop knowledge, skills, attitudes, and commitments to engage across diverse groups in open, effective, and socially responsible ways.

Organizational Support: Understands and supports the library's mission, vision, culture, and structure and demonstrates a comprehensive understanding of the library's policies and procedures. Supports everyone's efforts to succeed. Works effectively as part of a team.

### **QUALIFICATIONS:**

Communication Skills: Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to speak effectively when addressing individuals and apply active listening skills. Ability to communicate effectively when dealing with staff and patrons.

Education and experience: Completion of high school education required; college degree preferred; or related experience in learning or speaking two or more languages or training teaching English as a Second Language. Must be at least 18 years of age.

Equipment, Tools and Materials: Ability to use computer equipment and standard office equipment required.

Physical Requirements: Ability to periodically bend, lift, reach, turn, hold, carry, grasp, walk, stand, and use keyboard. Specific vision abilities required by this job include close vision and distance vision. Ability to speak and hear required.

Technical Skills: Ability to use computer equipment to view volunteer schedule and to log volunteer hours.

\*To perform this volunteer opportunity successfully, an individual must be able to perform each essential duty satisfactorily, and must demonstrate the necessary skills, knowledge, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The above reflects general information considered necessary to describe the essential functions of the job and shall not be construed as an exhaustive statement of duties, responsibilities or requirements that may be inherent in the job.