

Literacy Development and Outreach Worker

Hiring booklet

Deadline for applications:

5pm, Friday 26 July 2024



National Adult Literacy Agency

Áisíneacht Náisiúnta Litearthachta do Aosaigh

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1. About the National Adult Literacy Agency (NALA)

The National Adult Literacy Agency (NALA) is a registered charity committed to ensuring that people with unmet literacy, numeracy and digital skills needs can fully take part in society.

The OECD (Organisation for Economic Co-operation and Development) Adult Skills Survey¹ shows that 18% or about one in six adults in Ireland are at or below Level 1 on a five-level literacy scale. At this level a person may be unable to understand basic written information.

25% or one in four adults in Ireland score at or below Level 1 for numeracy. At this level a person may struggle with doing simple math calculations. 42% of adults in Ireland score at or below Level 1 on using technology to solve problems and accomplish tasks.

These unmet needs have devastating consequences for individuals, communities and the economy. People at the lowest literacy and numeracy levels earn less income, have poorer health and are more likely to be unemployed.

Since we were set up by volunteers in 1980, we have been a leading campaigning and lobbying force on adult literacy issues. We have been involved in national policy, tutor training and teaching resources, research and campaigns to support people with these unmet needs. We also provide literacy tuition and online learning courses through our Learn with NALA distance learning and eLearning platform.

We are an equal opportunity employer.

See www.nala.ie and www.learnwithnala.ie for more information.

¹ For this survey the Central Statistics Office (CSO) assessed 6,000 people aged 16 – 65 in Ireland. The survey was done in 2012 and the results were announced in 2013.

2. About the position we are hiring for

2.1 About the position: Literacy Development and Outreach Worker

The Literacy Development and Outreach Worker will play a key role in creating awareness of and opportunities for individuals and communities to improve their literacy, numeracy and digital literacy.

In this exciting role, you will:

- lead on developing and delivering tailored outreach and literacy programmes to raise awareness and understanding of unmet literacy, numeracy and digital literacy needs; and
- have a unique opportunity to collaborate with experienced and committed colleagues and partners to effect lasting change for adults in Ireland with unmet literacy, numeracy and digital needs.

The Literacy Development and Outreach Worker will:

- raise awareness of unmet literacy needs among individuals and organisations;
- enable literacy learners to become advocates and spokespeople for literacy learning in their communities;
- explore and develop new teaching and learning opportunities for adults with literacy, numeracy and digital literacy needs; and
- draw on NALA's experience in adult literacy work and best practice in adult education to develop innovative, bespoke, blended and peer to peer learning programmes.

This role will support the delivery of:

- **NALA's Strategic Plan;**
- the **Adult Literacy For Life: A 10–Year Adult Literacy, Numeracy And Digital Literacy Strategy;** and
- **Future FET: Transforming Learning The National Further Education and Training (FET) Strategy.**

2.2 Job description

Reporting relationship and key responsibilities

Reporting to NALA's Communications, Advocacy and Outreach Manager, you will:

- Collaborate with NALA colleagues to:
 - raise awareness of unmet literacy needs in Ireland and relevant supports and services;
 - raise awareness of the benefits of delivering literacy aware and literacy friendly services; and
 - enhance the provision and delivery of literacy services.
- Support organisations to deliver literacy friendly services by providing information to them and supporting collaborative activities.
- Deliver training to staff and, or organisations on steps they can take to become 'literacy friendly'.
- Develop appropriate programmes and, or teaching and learning resources for individuals with unmet literacy, numeracy or digital literacy needs.
- Promote available and appropriate literacy services for individuals with literacy needs and or the organisations that they interact with.
- Strengthen and highlight NALA's position and contribution as a leading expert in literacy, numeracy and digital literacy in Ireland.
- Promote and measure the impact of this literacy awareness work.
- Complete other tasks agreed with the Communications, Advocacy and Outreach Manager.

2.3 Experience and qualifications

Applicants should have the following experience, attributes and qualifications.

Essential criteria

- A Bachelor's degree or equivalent in a relevant field such as Adult Education, Community Development, Education, Social Science / Policy.

- 3+ years' experience developing and delivering adult education and, or literacy programmes.
- Research, evaluation and report writing skills.
- Collaborative working and facilitation skills and experience.
- Problem solving and critical thinking skills.
- Communication, organisation and time management, team working skills.
- Interpersonal skills and attention to detail.
- Capacity to manage a diverse workload, work independently and to prioritise responsibilities.
- IT (information technology) skills with competency in Microsoft Office (Word, Excel, Powerpoint), Teams and Sharepoint.
- Understanding and appreciation of NALA's mission and values.

Desirable criteria

- A post-graduate qualification in literacy and or adult education
- Experience of working with some of NALA's current adult learner groups including incarcerated persons and ex-offenders, members of the Traveller community, migrants and persons recovering from addiction.
- Experience of technology enhanced learning and, or blended delivery and remote working.

2.4 Summary of the pay and conditions

Pay: The starting salary for the position will be at a point on NALA's Administrative Officer scale ranging from **€34,981 – €60,879**. Progression on the scale is subject to NALA's pay policy, satisfactory service and NALA's financial resources.

Hours: Full time, 35 hours a week.

Contract term and probation: The position is initially offered for 3 years on a fixed term basis. The contract will be renewed subject to satisfactory performance and NALA's financial resources. A probationary period of 6 months will apply from your start date.

Location: Hybrid (Sandford Lodge, Ranelagh, Dublin 6 and home). **Please note:** NALA has a Hybrid Working Policy that allows you to apply to work from home up to three days and in the office for a minimum of 2 days a week.

Annual Leave: 22 days a year subject to NALA's annual leave policy and your working full time (35 hours over 5 days). This is exclusive of the public holidays and privilege days that NALA staff are granted at Easter (Good Friday plus two days) and Christmas (Christmas Eve and all days falling before New Year's Day).

The above represents the primary pay and conditions of service. It is not the complete list which will be included in the employment contract to be agreed with the successful applicant.

3. About the hiring process

How to apply

Applicants should email a Cover Letter and Curriculum Vitae (CV) in one document recruitment@nala.ie by **5pm Friday 26 July 2024**.

The Cover Letter and CV should be saved and emailed as one document in the following format: Last Name_First Name_NALA_Literacy.

For example: Bloggs_Joe_ NALA_Literacy

The cover letter should outline:

- how you think your experience and qualifications match the criteria discussed in Section 2.2 above;
- why you want to work with us and;
- what difference you think you could make.

If you do not receive an acknowledgement within 5 days of applying, please email recruitment@nala.ie or call 01 412 7900.

Selection process

The selection process will include a shortlisting of applicants based on their cover letter and curriculum vitae (CV). Shortlisted candidates will be called for interview. All applicants will receive an acknowledgement of their application and final notification of the outcome of their application.

Shortlisting

A shortlisting process is done by a panel of persons to select applicants for interview. The panel will review applicants' cover letter and CV against the essential and desirable criteria. The panel will decide which applicants appear most suitable for the position and

invite those applicants for interview. Shortlisted candidates may be required to submit further information before the interview.

Interview

NALA will invite shortlisted candidates to interview by a panel. The interview will explore how the candidate meets the essential and desirable criteria and their relevant experience to date. If required, candidates may be called for a second interview and or asked to complete a short task. Further information will be provided to shortlisted applicants before the interview.

Date of interview: Interviews for this position are provisionally scheduled to take place during the weeks of 12 or 19 August 2024. If you are shortlisted, you will be notified of interview dates and arrangements at the earliest opportunity. It will be your responsibility to make yourself available for interview as advised. If you do not attend for interview at the time agreed with NALA, your application will not be progressed.

Candidate feedback

We will provide you with feedback on your application and or interview if you submit a written request to recruitment@nala.ie.

Confidentiality

Please note that all personal data shall be treated as confidential in accordance with the Data Protection Acts 1988 to 2018.

Canvassing will disqualify.

4. Questions

Suzanne O'Beirne

National Adult Literacy Agency

01 412 7900

recruitment@nala.ie

NALA does not require the assistance of recruitment agencies to fill our vacancies.