ESL & LINC Program Manager Companion

CESBA ESL Committee

November 2019

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# The Program

1. Leadership or management?
2. Overview of the current program
3. Implementing your vision
4. Know and grow the program
5. Building a management team
6. Board policies
7. Program procedures
8. Program planning
9. Working with professional organizations, CESBA, TESL Ontario and affiliates
10. Know your acronyms, ESL, LINC, CNC, MCCSS, IRCC etc.

# Human Resources

**Hiring staff**

1. Working with the human resources department
2. Recruiting
3. Maintaining a supply list
4. Resume scoring matrix
5. Interviewing and using an interview rubric
6. References
7. Onboarding

**Staff training**

1. Training
2. Professional development
3. Performance review appraisal
4. Teacher Observation

**Staff Support**

1. Retention
2. Support with health and wellness
3. Long term absences

**Managing Staff**

1. Collective agreements
2. Working with the union
3. Dealing with conflict in the workplace

# Finances

1. Developing budgets
2. Working with a budget
3. Working with the finance department at the school board

# Working with the funders

1. LINC and ESL
2. Establishing and maintaining a relationship with the funders
3. Reporting schedules
4. Advocating for the program
5. Budgets, forecasting, and ADEs
6. HARTS, iCARE and data retrieval and use

# Operational Functions

1. Understand your organization
2. Building relationships in your organization including all departments the ESL and LINC program needs
3. Ordering supplies
4. IT support

# Facilities

1. Choosing and setting up schools
2. Security

# Community Connections

1. Establishing a marketing and outreach plan
2. Implementing the plan
3. Making connections in the community, Ontario Works, Settlement agencies and hubs, Employment Ontario, newcomer gathering spaces such as religious organizations
4. Developing a community contact list
5. Advertising
6. Using social media

# Working with TESL Training Institutions

1. Volunteer on a program advisory committee
2. TESL students on observations and practicums

# Know your customer

1. Customers or students?
2. Understand your student profiles
3. Understand what your students/customers want from your school, developing and administering student surveys
4. Delivering customer satisfaction
5. Resolving student complaints and concerns

# Managing Change

1. Managing mandated change by funders
2. Managing change mandated by the school board

# Leading your program

1. Leadership professional development
2. Getting organized
3. Self-care and seeking help
4. Establishing a professional support network
5. Working with your principal
6. Learn to say ‘no’
7. Succession planning, write your job description, write your job posting, mentoring the new hire.