

CANOPY

NORTHWEST ARKANSAS

JOB DESCRIPTION

Program Type: AmeriCorps VISTA
Job Title: Citizenship Program Specialist VISTA
Program Start /End Date: 05/04/2026 - 05/04/2027
Full-Time 35 hrs./wk.
Job Reports to: Volunteer Manager
Location: Fayetteville, AR
Accepting Applications: 2/25/2026

General Purpose of Position

The Citizenship Program Development project is to build a sustainable, community-informed citizenship education program that expands access to naturalization for immigrants and refugees. The VISTA member will develop community-needs assessment tools, adapt instructional materials for citizenship-focused ESL support, and create systems for volunteer engagement and community partnerships that directly support the citizenship program. These deliverables will increase Canopy's capacity to provide high-quality citizenship preparation for immigrants and refugees who face economic, linguistic, and educational barriers, supporting long-term economic stability and reducing poverty.

Essential Functions

This position will identify the programs needs to better understand clients' needs for citizenship and English language support, the VISTA will help develop assessment tools and collect data to inform the design of a sustainable citizenship education program tailored to clients needs. This will provide the foundation for developing and implementing Canopy's Citizenship program.

VISTA will collect data to ensure the program meets the community's needs.

- a. Design client assessment tools.
- b. Conduct assessment and collect data to better understand client needs.

Once the client research is completed, VISTA will support Canopy's staff in analyzing the data.

- a. Identify the needs of the community as it relates to citizenship and English language requirements.
- b. Identify service gaps that will need to be addressed during the design and implementation phases of the program.

This position will support the development of ESL initiatives by strengthening the instructional materials, tools, and systems that guide instructors and volunteers in delivering citizenship-focused programming.

VISTA will strengthen instructional design for citizenship-focused ESL support.

- a. Review existing ESL and citizenship-focused programs to identify best practices and materials.

- b. Collaborate with certified ESL instructors to organize, refine, and standardize lesson materials for multiple proficiency levels, ensuring instructors and volunteers have consistent resources.
- c. Develop and document learning activities and supplemental resources that instructors and volunteers can use in citizenship-focused ESL classes, creating materials that remain available for future program use.

VISTA will develop tools and systems for monitoring learner progress.

- a. Research and adapt progress-monitoring tools that instructors and volunteers can use to track learners' advancement toward citizenship-related ESL goals.
- b. Create templates, checklists, and digital tracking systems that standardize how progress information is collected and organized across classes.
- c. Document procedures and organize all tools in a format that Canopy staff and future volunteers can easily access and maintain, ensuring consistent use beyond the VISTA term.

This position will build relationships within the community to support the new citizenship and ESL programming, and to strengthen partnerships that enhance program delivery.

VISTA will create and maintain a sustainable volunteer management system.

- a. Develop and maintain a database that tracks volunteers' skills, availability, and participation in citizenship and ESL programming.
- b. Create communication processes, templates, and coordination tools that help staff and volunteers stay organized and informed, strengthening long-term volunteer engagement.
- c. Document volunteer management procedures so Canopy staff can continue using and improving the system after the VISTA terms, ensuring consistent support for program delivery.

VISTA will identify potential partner organizations that provide citizenship, English language learning, or complementary services.

- a. Explore collaboration opportunities to enhance program impact.
- b. Build and maintain sustainable relationships with community partners to strengthen citizenship and ESL programming.

Qualifications

Knowledge, Skills and Abilities:

- Some college education
- Basic computer skills required including accurate data entry, Google search, and use of email.
- Working knowledge of immigrant/refugee services and experience in the nonprofit sector.
- Demonstrated empathy, compassion and ability to provide high quality customer service to culturally and socio-economically diverse clientele accessing program services.
- Strong written and verbal communication and listening skills. English proficiency required.
- Accessible to reliable personal transportation in order to travel locally to job sites required.

Typical Physical/Mental Demands and Working Conditions:

- Requires sufficient hand/eye coordination to perform semi-skilled repetitive movements, such as data entry and the use of office equipment and supplies.
- Work is performed both indoors and outdoors on occasion.
- May stand or walk for extended periods.
- Speaking, hearing, and understanding English are required.
- Stooping; bending; twisting; climbing stairs; reaching; and lifting up to 50 lbs. may be required in completion of job duties.
- Must have a valid Driver's License

The above elements are intended only to summarize the general nature of the job and are not intended to be an all-inclusive description of the job or list of duties. Specific duties and responsibilities may vary by position, and incumbents may be required to perform other duties and follow other instructions in addition to those listed.

Vista Application Link:

<https://my.americorps.gov/mp/listing/viewListing.do?fromSearch=true&id=128585>

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