South London Neighbourhood Resource Centre
Newcomer Settlement Services

Digital Support Staff

Report to: The Digital Support Staff will be an employee of the South London Neighbourhood Resource Centre (SLNRC). Day-to-day supervision/consultation will be provided by the Director of Settlement Services in the form of formal supervision meetings as well as informal support as requested by the worker.

Qualifications: Diploma or Bachelor degree in computer science or related field in running computer literacy or related programs will be an asset.

Commitment:
Hours: Days, evenings & weekends based on need
Week: 37.5hrs/week

Salary: $23/hr.

Summary of position:
- Identify the needs and trends to provide appropriate programs for newcomer clients to enhance their computer skills
- In co-ordination with the Newcomer Settlement Services staff, develop, plan and coordinate lessons and activities that support newcomer clients' acquisition of basic computer skills
- Create flyers, posters and other promotional materials to advertise the programs through various channels and platforms
- Facilitate computer literacy lessons and activities to teach newcomer clients computer usage skills for their daily life, either in-person or virtual
- Instruct in a manner that help newcomers develop confidence in their computer skills
- Track and communicate participants' advancement throughout the training period

Administration & Responsibilities:
- Provide referral services to newcomer clients in areas pertinent to settlement issues
- Maintain accurate written records and files pertaining to settlement services provided to clients.
- Enters statistical information in a data system using an IRCC approved tracking system, known as (iCARE)
- Ensure appropriate and confidential handling of client information

- Attends staff meetings and training opportunities
- Operate in accordance with policies, procedures, guidelines and protocols of the SLNRC
- Participate as a member of SLNRC team by furthering collective team goals.
- Involve resourceful individuals from different community services in these programs
- Accept other duties as assigned by the Director of the Newcomer Settlement Services

Additional assets would include:
- Experience working within culturally diverse environments
- Experience in planning and running computer literacy or related programs
- Excellent computer skills and knowledge of relevant software
- Ability to work independently as well as within a team.
- Passionate about fostering computer literacy
- Additional languages are an asset
- Must have a current Vulnerable Sector Check
- First Aid and CPR certified
- Must have a registered Social Insurance Number and eligible to work in Canada.

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This is an Internal and External posting. If you are interested in applying for this position, please submit your resume and a detailed cover letter by EMAIL ONLY by **September 13, 2021 (5:00pm deadline) to:** Vincent Tao, Administration Coordinator at **Vtao@slnrc.ca**

We work together to empower and enrich the neighbourhood in an inclusive environment