



**LITTLE MOUNTAIN
NEIGHBOURHOOD HOUSE**
NEIGHBOUR HELPING NEIGHBOUR

Job Title:	Newcomer Digital Literacy Facilitator
Reports to:	Settlement Services Supervisor
Hours & location:	35 hours per week, fulltime contract until March 31, 2025 with possibility to renew based on funding. Combination of working from home and working on site at 102-1193 Kingsway, Vancouver BC.
How to apply:	Please send your cover letter and resume to Wen Ren, Settlement Services Supervisor, wenr@lmnhs.bc.ca . Only short-listed candidates will be contacted.
Salary:	\$ 27.16-29.42 per hour
Posting Date:	July 26, 2024
Closing Date:	August 16, 2024
Starting Date:	September 1, 2024

About Little Mountain Neighbourhood House

Little Mountain Neighbourhood House is a vibrant, multiservice hub dedicated to building inclusive neighbourhoods and growing strong, resilient and creative communities. We have operated as a non-profit for over 40 years, providing free or low cost neighbourhood-based social, educational, cultural and recreational programs and initiatives for seniors, adults, families, children, and youth. Rooted in social justice values, we facilitate social connectedness and offer inclusive programs to our diverse local community.

Job Description

The **Newcomer Digital Literacy facilitator** will coordinate, train and support newcomers and other settlement staff with the skills and knowledge needed to navigate the digital world effectively.

The **Newcomer Digital Literacy Facilitator** will support newcomer participants in a wide variety of ways, including 1-1 coaching, group sessions, and set up/maintain digital device lending library. The facilitator will support participants as they learn basic computer skills to increase their knowledge to be able to navigate information systems to strengthen their capacity to access government benefits and services, access employment, support their children at school, etc.

Duties and Responsibilities

Digital Literacy and IT Support:

- Provide 1-1 support to newcomers to enhance their digital literacy skills. Topics include but are not limited to: basic computer skills, internet literacy, digital communication, cybersecurity and internet safety, digital creativity, Employment related digital topics and skills, etc.

- Plan, design and delivery digital literacy group sessions.
- Dashboard (LMNH Settlement Department's Client Management System) data entry and report.
- Provide IT support to Settlement & LINC programs and other in-house staff as needed.
- Stay updated on emerging technologies and online safety practices.
- Make cross-department or cross-agency client referrals based on the needs, assets and goals identified.
- Actively participate in regular Settlement Team Meetings to connect with the team and keep updated on team-wide priorities and initiatives.
- Actively participate in Settlement Team Days and other settlement related professional development opportunities.
- Identify and engage active program participants to recruit settlement program specific volunteers.
- Committed to Truth and Reconciliation, decolonization and applying an intersectional lens in the work we do.

Data Reports and Data Management:

- Perform ongoing data entry using Dashboard (LMNH Settlement Department's Client Management System) to record client's personal information and service data.
- Following all security and privacy procedures to ensure the data collection and entry process meets funder's requirements.
- Provide inputs for narrative reports required by IRCC and BC.
- Keep records of group session registration, participation, childminding and transportation services.

Other In-House Responsibilities

- Familiar with services and programs provided by all departments at LMNH.
- Connect and collaborate with staff from other departments to make effective client referrals and support newcomers identified in programs offered by other departments.
- Liaise with Volunteer and Events Coordinator for volunteer engagement, recruitment and management purposes.
- Actively engage and participate in in-house Working Groups and Committees to work on house events and identified LMNH priorities.
- Actively participate in staff meetings/retreats.
- Perform other related duties as assigned.

Outreach and Networking

- Participate in VNHSC (Vancouver Neighbourhood House Settlement Consortium) wide events and trainings to connect with frontline settlement staff from the VNHSC.
- Participate in the VNHSC BCNSP Data Collection Advisory Circle and provide input/support to consortium wide initiatives on data collection, database implementation and resource sharing tool development.
- Collaborate with community partners to promote digital inclusion and advocate for equitable access to technology and resources.
- Actively connect and build relationships with other service providers to share existing resources and support client referrals.

- Promote LMNH Settlement Services to newcomers, other service providers, and community partners.
- Participate in community outreach events and activities as needed.
- Create program posters and flyers to promote the settlement/LINC programs and activities to the local newcomer community.

Qualifications & Skills

- Undergraduate degree in a related field or a combination of education and work experience in the field;
- Strong digital literacy skills and proficiency with computers and electronic devices;
- Proficient with a variety of software and applications: Office 365 including Outlook, Word, Excel, and PowerPoint;
- Knowledge of current technological online meeting platforms: Zoom, MS Teams;
- Skilled in designing promotional materials using Canva and sharing program related contents across major social media platforms;
- Practical experience with databases and a good understanding of database management and design;
- Strong troubleshooting abilities and critical thinking skills for analyzing and resolving technical issues effectively;
- Demonstrated experience planning and developing relevant training aiming to reduce technological barriers among vulnerable immigrants and staff;
- Experience working with newcomers and vulnerable populations;
- Strong understanding of settlement and adaptation issues, needs of a multicultural and intercultural community;
- Excellent written, verbal and interpersonal communication skills;
- Strong cross-cultural communication skills;
- Trauma-informed Practice training an asset;
- Energetic, creative and has a team-based focus;
- Ability to work flexible hours;
- Second language an asset.

*Thank you for your interest in Little Mountain Neighbourhood House. Only short-listed candidates will be contacted.
Little Mountain Neighbourhood House Society is an Equal Opportunity Employer.*