



Northwest London Resource Centre

Digital Literacy Worker

Report to:

The Digital Literacy Worker will be an employee of Northwest London Resource Centre (NWLRC). Day-to-Day supervision/consultation will be provided by the Coordinator of NWLRC Settlement Integration Services. Supervision will be provided in the form of formal supervision meetings as well as informal support as requested by the Digital Literacy Worker.

Qualifications:

Diploma or Bachelor degree in computer science or related field in running computer literacy will be an asset. Additional related fields of expertise or experience in supporting newcomers and referring newcomers, refugees and immigrants to needed services.

Hours:

Position is a full-time position and will run from Monday to Friday. Some evenings and weekends if/and when required.

Hours per Week: 37.5 hrs./ week

Salary: \$23/hr.

Duties:

Provide support to newcomer to improve their opportunities to become independent citizens in the City of London. This will be done through:

Individual Service to Clients:

- Identify the needs and trends to provide appropriate programs for newcomer clients to enhance their computer skills
- Provide referral services to newcomer clients in areas pertinent to settlement issues

Group Service to Newcomer Clients:

- In co-ordination with the Settlement Integration 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
- Newcomers are educated on Digital Literacy and how to avoid fraudulent scenarios.
- Newcomers are provided with digital support in operating various platforms



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Administration:

- Maintain accurate written records and files pertaining to settlement integration services provided to clients.
- Enter statistical information in a data system using the IRCC approved tracking system, known as Immigration Contribution Agreement Reporting Environment (iCARE).
- Maintains updated supply of handouts on services, resources and policies that are relevant to eligible clients.
- Ensure appropriate and confidential handling of client information and files.
- Wears a name badge.
- Prepares and submits monthly reports and statistics.
- Ensure deliverables are in compliance with contribution agreement and administrative obligations while meeting organizational targets and goals.
- Attends training opportunities.
- Keep accurate and up to date files on clients.
- Operate in accordance with policies, procedures, guidelines and protocols of NWLRC/SLNRC.
- Participate as a member of NWLRC/ SLNRC team by furthering collective team goals.
- Accept other duties as assigned by the Coordinator of NWLRC Settlement Integration Services.

Additional Assets would include:

- Excellent computer skills and knowledge of relevant software and digital platforms that are used to engage and interact with newcomers
- Strong office administration, communication and organizational skills
- Experience working within culturally diverse environments
- Ability to work independently as well as within a team
- Additional languages are an asset
- First Aid and CPR certified
- Must have a registered Social Insurance Number and eligible to work in Canada
- Satisfactory Canadian criminal background checks are a MUST and if you do not have it, it would be paid by the Agency
- Applicants must be able to provide proof to show that they are fully vaccinated upon the Agency's request

To apply for the position please send resume and cover letter as one Word Document or PDF File via email to Vincent Tao, Administration Co-ordinator SLNRC, at vtao@slnrc.ca.

Thank you for your interest in this position but only candidates selected for an interview will be contacted. Please do not call.

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