



**Digital Literacy Navigator – BC SAF HAVN LANGUAGE
(Posted May 16, 2024 – May 30, 2024)**

Job ID #: 24050-BC SAF HAVN

Position: Digital Literacy Navigator (2nd Language an Asset)

Various locations

Part time position at 12 hours per week ongoing for the duration of the contract, starting as soon as possible.

Days Off – Saturday and Sunday

At ISSofBC we believe in:

- ❖ Working with **purpose**
- ❖ We aspire to **improve**
- ❖ We cultivate **belonging**
- ❖ We are **genuine**

Why choose us!

Join ISSofBC, one of the largest and first newcomer and refugee agencies in Canada. As well as being a values-driven organization, we pride ourselves on diversity, inclusion, innovation, and transparency. You can make lifelong friends and connections when you join our family. What's more, we also have multiple locations and offer flexible working and shorter working weeks than most organizations.

Summary:

Facilitates opportunities for refugee claimant clients to increase their digital skills and confidence to be able to access the online services, including English language classes, employment and settlement workshops, email, and online platforms such as Zoom or Teams. Supports clients through direct coaching or with the assistance of volunteer online navigator mentors.

Note: this position is a mobile position. While some services will be provided online, this position will also provide in-person services at ISSofBC offices across Metro Vancouver (Vancouver, Burnaby, New Westminster, Richmond, or North Shore)

How You'll Make a Difference:

- Conducts assessments of clients' digital skills to understand the digital literacy levels and needs of individuals or groups.
- Delivers workshops and 1:1 assistance on digital skills enhancement and fostering greater proficiency with remote tools, encompassing online security and privacy.
- Guides clients through online registration process and assists with access to workshops and/or language classes by providing direct coaching or with help from volunteer online navigator mentors.
- Collects feedback from participants to evaluate the effectiveness of digital literacy initiatives and identify areas for improvement.
- Performs other duties as assigned.

What You Bring

Completion of a certificate or diploma in education, office administration, business, or related discipline supplemented by a minimum of one (1) year of related experience preferably in a related social service field; OR an equivalent combination of education, training, and experience acceptable to the employer. **Knowledge of a second language is considered an asset.**

What Makes You a Change Maker

- Ability to facilitate online and in-person group activities.
- Proficiency in using online platforms and messaging apps, including Telegram, Zoom, and Teams.
- Demonstrated ability to explain complex technology to low digital literacy clients using plain language.
- Demonstrated ability to deal effectively and courteously with clients, staff, and the public who are from differing cultural and linguistic backgrounds.
- Demonstrated proficiency in all aspects of Microsoft Office software and experience in entering information into databases.
- Demonstrated ability to manage time and resources effectively.
- Ability to set and maintain boundaries with clients and manage self-care.
- Ability to communicate effectively in both written and oral English. Fluency in a second language is an asset.
- Possession of and the ability to maintain a clear provincial criminal record check.
- Ability to carry out the duties of the position.

ISSofBC Value Proposition

- Role Salary Range: **\$24.62 - \$27.09** per hour. ****Dependent on education, training, experience, and internal equity.**
- Values-based organization with collaborative peers with a wide range of backgrounds and talents
- Inclusive culture and innovative workplace with opportunity for new approaches
- Employee and Family Assistance Program (EFAP)\

ISSofBC's mission and values emphasize inclusivity and recognition of individuals' unique talents. In recruiting and developing our staff, we see strength in diversity of backgrounds, lived experiences, and identities. We welcome and encourage applicants who bring new perspectives and experiences to our team.

If you are passionate about making a difference, apply now!

Applications must include "**24050-BC SAF HAVN**" in the subject line and can be sent to: jobs@issbc.org. ****All applicants are requested to submit a Cover Letter, outlining their interest in this role, and Resume as a single document in doc or pdf format.**

For Internal Applicants – existing employees and volunteers, please indicate "INTERNAL <job ID number>" in the subject line. Immigrant Services Society of British Columbia is committed to attracting and sustaining a diverse and inclusive workforce. Applicants must be eligible to work in Canada. Satisfactory completion of a Criminal Records Check is a condition of employment. Only those candidates considered for an interview will be contacted. **Closing Date: May 30, 2024**