



**Job ID #:** \*\*Please see job IDs below for details (highlighted in yellow)\*\*  
**Position:** LINC-Client Digital Skills Coach  
**Program:** LINC  
**Position Details:** Temporary position, starting on April 14<sup>th</sup>, 2025, until March 31st, 2026  
**Posting Date:** March 07, 2025  
**Closing Date:** March 14, 2025

**\*\*\* Please include your preferred location in the job ID in your application. \*\*\***

- 25026- LINC-CDSC -Coquitlam PT: 17.5 hours/week
- 25026- LINC-CDSC -Coquitlam FT: 35 hours/week (2 Full-time roles available)
- 25026- LINC-CDSC -Surrey FT: 35 hours/week
- 25026- LINC-CDSC -Vancouver FT: 35 hours/week (2 Full-time roles available)

#### 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:

Facilitate opportunities for LINC clients to increase their digital skills and confidence to be able to access the online services, including English language classes, email, and online platforms such as Zoom or Teams. Support clients through direct coaching or with the assistance of volunteer online navigator mentors.

#### How You'll Make a Difference:

- Conducts digital literacy diagnostic assessment to determine clients' digital skill gaps and learning needs and inform the training interventions and supports required.
- Delivers group sessions 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 language classes by providing direct coaching.
- Collects feedback from participants to evaluate the effectiveness of digital literacy interventions and identify areas for improvement.
- Evaluates the effectiveness of training interventions and makes data-driven decisions to continuously improve the area of services.
- Collaborates with LINC Instructors to identify clients requiring digital skills support and to design an individual plan of action to address client's' digital needs to effectively participate in the online LINC program.
- Keeps the LINC administrative team updated on clients' progress in digital skills and tracks the support offered.
- Performs other related duties as required.

#### What You Bring:

Completion of a certificate or diploma in education, office administration, business, or related discipline and 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.

Head office: 2610 Victoria Drive Vancouver, BC V5N 4L2

T: 604-684-2561

[www.issbc.org](http://www.issbc.org)

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ISSofBC's offices are situated on the unceded and ancestral territories of the x<sup>w</sup>məθk<sup>w</sup>əy əm (Musqueam), Sk̓wxw'7mesh (Squamish), Səl̓ilwətaʔ/Selilwitulh (Tsleil-Waututh), Qw'ó:nt'án (Kwantlen), q̓ icəy (Katzie), kwikwəʔəm (Kwikwetlem), Qiq̓'Éyt (Qayqayt), θenascəwaʔ təməx<sup>w</sup> (Tsawwassen), Lheidli T'enneh, Qat'muk (Ktunaxa) and sngaytskstx tum-ula7xw (Sinixt) Nations.

**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 cultural competency and commitment to working effectively with diverse populations.
- 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.

**ISSofBC Value Proposition**

- Expected Hiring Range: **\$24.62 - \$27.09** \*Dependent on education, training, experience, and internal equity.
- Accrued vacation and other paid leave benefits based on eligibility.
- Employer RRSP contribution at 3% with no required employee contribution. Optional employee RRSP contribution at 1-5% with employer contribution up to 5%.
- Extended health and dental benefits upon joining for employees working 17.5 hours per week or more.
- Employee and Family Assistance Program (EFAP).
- Values-based organization with collaborative peers with a wide range of backgrounds and talents.
- Inclusive culture and innovative workplace with opportunity for new approaches.

**We acknowledge Indigenous Peoples on whose territories we are privileged to work, welcome and support newcomers, including immigrants, refugees and students. We honour the Nations who have always cared for these lands, waters, and air. In line with ISSofBC's commitment to equity, we promote inclusive employment opportunities for women, Indigenous Peoples, people with disabilities, persons of diverse sexual orientations, gender identities or expressions (2SLGBTQI+), and racialized individuals. Guided by our values of Purpose, Improvement, Belonging, and being Genuine, we strive to create a collaborative environment where diverse perspectives and unique strengths are celebrated.**

**Applications must include Job ID "Please see job IDs above for details (highlighted in yellow)"** in the subject line and can be sent to: [jobs@issbc.org](mailto: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 < Please see job IDs above for details highlighted in yellow >"** 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: **March 14, 2025**.

*If You are Passionate about Making a Difference, Apply Now!*