



YMCA of Greater Vancouver Employment Opportunity

| | |
|------------------------|---|
| Date Posted: | February 8, 2019 |
| Position Title: | Facilitator, YMCA Digital Literacy Exchange |
| Location: | Robert Lee YMCA: Vancouver, BC (travel is required to other work locations in the Lower Mainland) |
| Terms: | Full-time, Temporary |
| Shift: | 35 hours per week; some weekends and evenings required per program needs |
| Salary: | Under review |
| Start Date: | As soon as possible |
| End Date: | March 31, 2020, with possibility of extension |
| Reports To: | Director, Employment and Training |

Situation:

The YMCA of Greater Vancouver is a charity dedicated to strengthening the foundations of community, by nurturing the potential of children, teens & young adults, promoting healthy lifestyles, fostering a sense of social responsibility and delivering lasting personal & social change. We are building a community in which a generation of children and families reach their full potential. Our values guide our decision-making and behaviour—we do the right thing, put people first, keep our promises and lead by example.

For over 130 years, we have been part of the community, a place where people of every age and background find the support they need to grow in spirit, mind and body. One of the Lower Mainland's leading charities, the YMCA of Greater Vancouver provides services in health & fitness, child care, camping, employment & community services to over 120,000 participants annually.

Nature and Scope:

This new digital literacy program will offer basic computer skills training to participants throughout the Lower Mainland. The goal of the project is to increase the number of Canadians using the internet in their day-to-day lives and increase overall participation by Canadians in the digital economy. The mandate of the program is to reach many under-represented groups including: persons with disabilities, Indigenous people, individuals who have not completed high-schools, persons who have low-income, newcomers to Canada and individuals aged 65 and older.

The Facilitator will train participants on the 3 major project modules:

1. **Computer Literacy:** how to navigate webpages, how to search effectively, how to use basic computer software as well as applications and social media along with learning how to perform computer basics
2. **Internet Safety:** how to focus on personal safety in the online sphere; how to access safe websites, how to control participants' online presence, how to navigate and use social media in a safe way
3. **Digital Skills:** the use of search engines, online databases and emerging technologies such as cloud computing

Major Responsibilities:

- Assists with the development and maintenance of workshop material; updates curriculum when needed
- Facilitates interactive and relevant in-class digital skills workshops
- Completes case note documentation, workshop attendance and handles confidential data; ensures quality audit measures are achieved in accordance with the YMCA and funder's standards
- Conducts marketing and outreach for the program
- Provides customer service by responding to telephone and direct inquiries

- Consults and collaborates with team members
- Ensures YMCA and funder program targets are achieved; completes and maintains members' files as per YMCA and funder quality standards
- Understands the importance of the volunteer staff partnership and integrates the value of philanthropy and volunteerism in dealings with members, volunteers, donors and staff
- Other duties as assigned

Qualifications:

- Post-secondary degree preferred, or diploma
- Minimum of two years of group facilitation experience, job coaching an asset
- Concrete digital skills knowledge (i.e. Microsoft Office, Microsoft Outlook, Internet Search Engine, on-line safety, email and cloud computing basics)
- Experience working with various participant target an asset (including underrepresented populations)
- Valid driver's license and access to a vehicle is required for travel to program sites across the Lower Mainland
- Excellent presentation and written communication skills
- Knowledge of community resources
- Well developed interpersonal, and relationship building skills
- Ability to establish rapport and excellent communication with members, staff and volunteers
- Commitment to working in a socially inclusive environment responding with sensitivity and personal awareness to the diverse needs of members including visible and non-visible dimensions of diversity
- Successful candidates will be required to provide a current and satisfactory Criminal Reference Check/Vulnerable Sector Search issued no later than six (6) months preceding your start date
- Standard First Aid and CPR-C

Competencies:

- *Commitment to Organization and Values:* Demonstrates and promotes a personal understanding of and appreciation for mission, vision, strategic outcomes and values of the YMCA of Greater Vancouver.
- *Service Attitude/Customer Focus:* Identifies needs and wants of members/ participants as priority, responds in an effective and timely manner.
- *Teamwork:* Ability to work effectively with others to achieve optimal collective results.
- *Outcomes Oriented:* Ability to lead, manage and achieve identified goals.
- *Self-Management* – the ability to work independently within prescribed parameters, discern the relevance of issues and communicate them effectively to program and administrative supervisor(s).

Application Process:

Internal applicants: Please apply online through the ADP Workforce Now Career Center.

External Applicants: Please apply using the link below:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=2b4cd153-66c2-4524-9a1c-714e9e1780df&jobid=279143&lang=en_CA&source=CC3&ccid=19000101_000001

Application deadline: 6:00pm on February 18, 2019

*Thank you for your interest and application.
Due to the high volume of applications received, only short-listed candidates will be contacted.*



The Standards Program Trustmark is a mark of Imagine Canada used under licence by the YMCA of Greater Vancouver