

Date Posted: October 6, 2021	Application Deadline: October 25, 2021
Position: Digital Literacy Coordinator	Status: Contract Full time (35 hours per week)
	Posting Number: JFS 21 018

POSITION SUMMARY

While offering services remotely during COVID we have become acutely aware of the challenges and barriers that our immigrant clients are facing when it comes to technology. As a result of COVID the digital divide has been exposed and now cannot be ignored. Access to reliable technology, digital literacy, knowing how to navigate and understand internet access particularly when there are language barriers have all created challenges to our clients. We have seen the effects with our clients being unable to access appropriate supports including health, housing, education and employment because of these digital barriers. From settlement services, to health care, education and employment COVID has forever changed the work we do and those we do it with. We anticipate that there will always be a virtual component in the services we provide.

Under the direction of the Manager of Settlement Services, the Digital Literacy Coordinator will be responsible for supporting immigrant clients in accessing technology and the development of ongoing Digital literacy workshops to ensure that clients are able to fully access and participate in virtual newcomer services and learn the necessary skills to navigate online resources and supports. This position will help reduce barriers by promoting digital equity amongst our clients.

Qualifications:

- Relevant work in Settlement or familiarity in working with newcomers and diverse communities.
- An asset would be post-secondary education in social services, education or related field.
- Comfort and understanding of technology, set up, and applications
- Ability to offer light technology support
- Experience in designing and delivering workshops
- Fluent in English and Mandarin. Additional languages an asset

Duties and Responsibilities:

- Facilitate the implementation of community outreach to connect newcomers to technology
- Assist in addressing digital equity among newcomers
- Creating a lending library and lending agreements for the distribution of technology
- Coordinate and facilitate Digital Literacy workshops to provide newcomers the necessary support needed to access virtual services.
- Advocate on behalf of newcomers for digital equity access
- Participate in and/or develop professional networks and working relationships with other agencies and organizations who are also coordinating digital resources.
- Represent JFS in the broader community
- Explore additional opportunities to provide virtual support to newcomers.

Jewish Family Services of Ottawa supports equal opportunity employment. We are committed to a selection process and work environment that is inclusive and barrier free. Accommodation will be provided in accordance with the Ontario Human Right Code. Applicants need to make any accommodation requests for the interview or selection process known in advance by contacting Jewish Family Services.

Please send **cover letter and resume** to hr@jfsottawa.com quoting **the posting number JFS 21 018 in the subject line.**