



Mount Pleasant Neighbourhood House

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Internal/External Job Posting

Digital Literacy Project Lead

COVID-19 Responsive Digital Literacy Project

Contract Position: July, 2020-March 31st, 2021

Posted: June 29th, 2020 Closing: July 12th, 2020

Job Overview

This Digital Literacy Project at Mount Pleasant Neighbourhood House (MPNH) is a new project in response to COVID-19. Through this project, we will address the urgent digital literacy needs of our newcomer, racialized and marginalized participants by developing and providing individual and group sessions on a variety of computer skills and knowledge in different languages. This project will support participants to navigate through information, and strengthen their capacity to access government benefits and services, access employment, support their children at school; reduce social isolation, and increase their social capital.

The Digital Literacy Project Lead will coordinate this project, support the development of digital literacy training curriculum, identify, train and support volunteers, facilitate participant and volunteer connection in collaboration with other MPNH staff.

Responsibilities include:

- Provides overall coordination for the delivery of the Digital Literacy Project; Plays a key role in volunteer engagement and placement for this project
- Recruits, screens, places volunteers with families for 1-1 support
- Supports volunteers to deliver online training sessions, and offers ongoing support to volunteers
- Provides training to volunteers and creates a safe learning space to participants
- Support the development of digital literacy training curriculum and materials in collaboration with field experts and volunteers.
- Conducts outreach to promote and create awareness of the project; builds connections with experts in the digital literacy fields and other community partners
- Works closely with project advisory team and other program staff to recruit and engage volunteers and participants, and to ensure the successful implementation of the program
- Collects and manages program statistics, and keeps other program related documentations in place
- Reports and monitors the program as needed

Qualifications Required:

- Post-secondary education in social services, education, social work, community development, or relevant field
- Minimum of 3 years of experience in program coordination and volunteer management
- Experience working with newcomers and racialized communities
- Proven ability to work collaboratively with culturally diverse residents, volunteers, coworkers, and community service partners
- Experience in program evaluation
- Good digital literacy knowledge and skills
- Excellent written and verbal communication skills

- Demonstrated ability to maintain statistics and complete reports
- Second language an asset
- Criminal record search required

Working Conditions:

MPNH carefully follows the recommendation from health authorities in response to COVID-19. This position may be expected to work from home, and connect with participants and volunteers virtually at the beginning of the project/ during the pandemic.

Terms: 35 hours/week, from July, 2020-March 31st, 2021

Salary: \$23-25 per hour– based on qualifications and experience.

Please submit a cover letter, resume and 3 references to Vicky Li, Community Connection Coordinator at vli@mpnh.org, with Digital Literacy Project Lead in the subject line, by July 12th, 2020. No phone calls please.

We thank and acknowledge all applicants and will only be contacting those selected for interviews.

MPNH is a non-profit, community based organization located in East Vancouver and is a part of the Association of Neighbourhood Houses of BC. We are an equal opportunity employer. We place a high value on diversity and encourage qualified individuals from all backgrounds and identities to consider applying for the position. Our total compensation and benefits package reflects our commitment to our staff and their family. For more information on MPNH and ANHBC please visit www.mpnh.org and www.anhbc.org.