

COMPUTER CLASS FACILITATOR

Teach newcomer adult how to use basic functions of MS Windows-based Personal Computers and MS Office applications, such as Word, Excel, Outlook, and Internet Explorer.

Location: HMC offices and computer lab at libraries

Duties & Responsibilities

- Teach program participants one to one or in small groups basic computer and digital technology skills such as:
 - Internet browsing
 - Using and setting up email accounts
 - Using and setting up Skype accounts
 - Using internet search engines to find information
 - Word Processing
 - Accessing audio-visual content on websites such as Youtube
 - Using and setting up Facebook accounts
 - Accessing language-specific information (i.e.: newspapers, news sites) online
 - Safe web browsing and internet use
- Assist program participants one on one with practicing computer/digital technology skills as per their needs
- Assist staff to deliver short presentations on computer skills and applications to program participants
- Informally assess participants' learning needs and goals through one to one interaction
- Suggest appropriate techniques and resources to participants that align with their learning needs
- Refer to staff for any concerns, questions, and challenges
- Assist staff during the program with set-up and clean-up of the computer room
- Preparation of materials and topics for upcoming computer classes
- Monthly check in with your supervisor via e-mail or phone

Skills & Qualifications

- Clear and confident oral communication in English and/or Mandarin for Friday program
- Fluency in one of the above languages an asset
- Experience working with adults in a learning environment
- Confident command of the following computer applications:
 - Word processing and typing
 - Internet and search engines
 - Facebook
 - Skype
 - Free email such as Gmail, Hotmail, Yahoo
 - Youtube
 - Using a digital technology device such as a tablet
 - Using and setting up a laptop computer
- Confident communicator and well-developed interpersonal skills
- Sensitivity to and/or understanding of the immigrant experience and challenges facing newcomers
- Commitment to equity and anti-oppressive practices
- Demonstrated ability to work with individuals from diverse backgrounds
- Warm and friendly demeanor and positive attitude
- Mature, active listener
- Patient and punctual
- Self-initiative and enthusiasm
- Teaching experience an asset

Training

- Computer Club volunteers receive one on one training with program staff
- Introduction to resources available at Immigrant Services for volunteer use
- Training is ongoing and on-the-job

Benefits

- Build on teaching skills
- Opportunity to work independently
- Reference letter upon request for those who successfully complete their three (3) to six (6) months commitment
- Use your skills and experience to help those who are new to Canada
- Gain experience in adult education
- Gain experience in intercultural communication
- Volunteer at a lively organization committed to diversity
- Meet people from all over the world

Clients

- Adults within the Halton Region

Level of Commitment Required

- 2 hours per week (mornings, afternoons or evenings) for a minimum of three (3) to six (6) months

Additional Requirements

- Intermediate to advanced knowledge in use of Personal Computers, as well as MS Office applications such as Word, Excel, PowerPoint, Outlook, and Internet Explorer
- Ability to convey knowledge to beginning-level adult students
- Ability to help clients identify their needs
- Good organization and communication skills
- Ability to work independently
- Show dependability and responsibility
- Proficiency in Microsoft Word, Excel and Power Point
- Ability to sit for a one-hour tutoring session

Application Process

- Applying online
- One-on-One meeting
- Submission of resume, volunteer Application Form, valid police clearance, along with a personal interview
- Training for Facilitator training for Computer Class

Due to the nature of working with HMC Connections clients, a valid criminal record check for vulnerable populations will be required prior to volunteering. In addition, all applicants must attend training as needed. We ask for applicant's patience as these strict selection criteria and processes can take time to complete.

Shinobu Yajima (Community Connections Community Worker) 905 842 2486 ext. 241

Email syajima@hmconnections.com