

Position Title: **Computer Skills Trainer**

Program: Dixon Hall Literacy & Basic Skills

Reports to: Maxine Brown-Simpson, OCT: Literacy & Basic Skills Instructor

PROGRAM OVERVIEW:

Dixon Hall Neighbourhood Services, with assistance from Employment Ontario and the Ontario Ministry of Training, Colleges and Universities, recruits and trains dedicated volunteers to work with a variety of learners from marginalized populations. Volunteers in the Literacy & Basic Skills program have the opportunity to work with adult learners in a small classroom setting. Learners and volunteers work together to build literacy and numeracy skills, confidence, and independence – all important factors in becoming life-long learners.

The Literacy & Basic Skills program is seeking a **Computer Skills Trainer** to provide basic computer skills to learners in a one-to-one setting.

POSITION SUMMARY:

Computer Skills Trainers support learners to gain valuable basic computer skills such as creating unique logins, creating and accessing e-mail accounts, doing Internet searches, as well as basic keyboarding skills. Your good knowledge in computer applications will assist learners in gaining skills in basic Microsoft Word. Employing the course materials as provided by the Program Instructor, volunteers are encouraged to use creative teaching techniques to support learners to become comfortable and confident using computer technology.

NUMBER OF AVAILABLE POSITIONS: 2

QUALIFICATIONS:

The ideal candidate for this position should possess the following skills and qualifications:

- Strong communication skills in English (other languages also an asset)
 - Friendly and outgoing; comfortable meeting and speaking with people
- Demonstrated experience teaching computer skills to adult learners
- Commitment to life-long learning
 - Positive and enthusiastic leadership to assist multi-level learners with a variety of assignments
- Ability to communicate respectfully with diverse populations and cultures
- Reliable and punctual for all scheduled shifts
- Willing to accept supervision and takes direction well

MAJOR RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO:

- Assist adult learners in gaining skills and experience using computer technology, including MS Word, e-mail, the Internet, as well as basic keyboarding skills
- Deliver course workshops materials as developed by the Program Instructor
- Provide one-to-one support to learners as required
- Represent Dixon Hall in a professional manner when working with learner
- Complete all paperwork/documentation as required

ORIENTATION/TRAINING:

Successful candidates will be provided with comprehensive orientation and training facilitated by the Program Instructor. Volunteers are also required to attend/participate in the following training sessions:

- Volunteer Orientation and Safety Training (2 hours)
- On-line AODA Training (45-minutes)

TIME REQUIREMENT:

- Shifts are two hours per week; volunteers are required for one of the following days:
 - Tuesdays, Wednesdays or Thursdays: 1:00pm – 3:30pm

LOCATION: Dixon Hall Employment Centre, 402 Shuter Street (Shuter & Sackville, east of Parliament)

BENEFITS:

- Develop leadership and tutoring skills
- Become engaged with the local community
- Improve/utilize customer service and computer skills
- Share your skills and interests
- TTC tokens provided as per Dixon Hall's TTC distribution policy
- Letters of reference provided after 24 hours of service

To apply, contact:

Volunteer Department
416-863-0499 ex. 3225
volunteer@dixonhall.org
www.dixonhall.org