



Project Adult Literacy Society

Digital Literacy Coordinator

JOB DESCRIPTION

JOB TITLE: Program Coordinator

PROGRAM: Digital Literacy

REPORTS TO: Executive Director

LAST UPDATED: June 28, 2022

OVERVIEW:

The Digital Literacy program is for adults who want to improve basic computer skills for everyday living, work, or school, and help learners gain experience and confidence in using computers as they develop their skills and knowledge.

The Digital Literacy Coordinator assesses each learner to determine their needs. Learners are matched with a tutor one-on-one or in a small group according to their schedules and learning needs.

KEY AREAS OF RESPONSIBILITIES:

Program Management

- Manage the program to meet the highest standards of performance as set by the Society
- Implement the policies of PALS
- Develop and recommend policy changes to enhance service delivery
- Develop annual objectives for the program
- Ensure outcome measures are met for the Digital Literacy program
- Make recommendations and changes to the program based on outcomes
- Ensure that learners and tutors have input into the development of the program
- Maintain program records
- Financial management of the Digital Literacy resource budget
- Coordinate with Volunteer Coordinator to ensure volunteer needs are met and follow up for potential volunteers and tracking volunteer involvement
- Assist with the development of and reporting on funding proposals

Program Delivery

- Create welcoming and safe environment for learners and volunteers
- Recruit and interview prospective learners for assessment, placement and/or referral
- Train volunteer tutors for success to meet the needs of the Digital Literacy learners

- Match tutors and learners and monitor the matches to ensure successful experiences
- Provide support to the match and be a resource person for tutors and learners
- Order materials that meet the needs of the learners and tutors
- Encourage learners and volunteers to engage with the organization and team
- Be knowledgeable of all materials available to tutors and learners
- Maintain library files and accounts receivable for learning materials
- Annual inventory of learning materials

Community Engagement

- Liaise with organizations with similar goals at the local and provincial level
- Liaise with organizations to promote the recruitment of learners and volunteers
- Present a professional image of PALS in all public relations activities and promote the society in the community
- Support and participate in fundraising activities

Other Responsibilities

- Attend and participate in staff meetings
- Other duties as assigned in a consultation process with the Executive Director

QUALIFICATIONS:

Education: Post-secondary education in Education or Human Services is preferred

Skills and abilities:

- Understanding of the principles of adult learning
- Adaptable and flexible to changing needs and funding requirements
- Collaborative approach in working with colleagues, volunteers, and learners
- Strong communication skills including written skills for report writing
- Ability to be a creative problem solver
- Generate and implement new ideas and opportunities
- Strong organizational and prioritization skills to manage diverse responsibilities
- Demonstrated skills and abilities in conflict management
- Ability to work with people from diverse backgrounds and experiences
- Ability to be a good active listener
- Empathetic and understanding of ever-changing needs of individuals
- Excellent problem-solving skills and knowledge of digital applications

Experience:

- Experience working with adult learners
- Experience working with different devices such as desktop computers, laptops, tablets, and smartphones
- Experience with virtual platforms such as ZOOM to deliver training
- Experience overseeing and supervising volunteers

- Experience with current productivity tools such as Microsoft Office and SharePoint
- Experience with Project-Based Learning will be an asset

Other requirements:

- A strong commitment to upholding the guiding philosophies, values, and beliefs of PALS
- Criminal Record and Vulnerable Sector Checks (results will be reviewed on a case-by-case basis)

WORKING CONDITIONS:

The Program Coordinator works primarily in the PALS office and typical working hours are between 9 AM-5 PM but some occasional hours outside of these hours may be required.