



External Posting

Community Literacy Worker, Adult Learning

Contract Position: 21 hours per week (potential to work additional hours)

Contract Period: June 2019 to June 2020 (potential for renewal)

Pro-Rated Salary Range: \$22,833.72/year to \$27,507.48/year

**The regular work schedule for this position is 3 days per week
12:00pm to 8:00pm**

LAMP Community Health Centre is a multi-service, community based charitable organization that provides a wide range of programs and services to improve a person's health. LAMP uses a co-ordinated approach to connect people to medical services and other programs that build personal resources. By providing services that improve physical, emotional, social and economic well-being, people can better control their health and environment.

Job Summary

- Under the supervision of the Program Supervisor, and working within the program and organizational goals and objectives, the Community Literacy Worker/Instructor supports all aspects of direct service and administration to provide the full range of programming for small groups, one to one and computer assisted learning aimed at improving the literacy and life skills of adults in the LAMP catchment area.
- Directly responsible for a regular case load of forty-eight learners annually, up to ten volunteers, and working with a team approach.
- The incumbent will ensure that all organizational policies are followed.

Primary Responsibilities

- Schedule and conduct client/learner intake, interviews, assessment and placement into the program.
- Implement the Ontario Adult Learning Curriculum (OALC) and EOIS-Cams data base in all aspects and as appropriate for administering learner plans and tracking outcomes.
- Provide screening of clients by phone and in person for eligibility to program.
- Provide appropriate referrals to other LAMP programs and services, and external service providers including LBS programs and EO service providers in a timely manner.
- Design, plan, facilitate group learning activities, and instruct two multi-level groups.
- Play a leadership role in facilitating/instructing/coaching a specific activity/workshop/initiative supporting project/activity goals and objectives.
- Work as a member of a team with staff within the Adult Learning Program and at LAMP.
- Supervise afternoon and evening programs, while actively develop/support tutor-led groups and one to one matches.

- Promote a positive, supportive, empowering and welcoming environment conducive to lifelong learning for all participants (volunteers and learners).
- Be Proactive in own learning and professional development, with respect to providing ongoing improved effectiveness, efficiency and customer satisfaction with respect to program service and administration.
- Organize, maintain and be familiar with our Adult Learning Resource Library, including Digital Technology (working knowledge of computer-assisted software, including online digital technology related to adult basic education).
- Link participants and clients with information and community resources as appropriate; make internal and external referrals.
- Assist with volunteer intake, tutor training as required as well as Provide guidance, training and support to learners and tutors on the above.
- Record learner attendance of staff- led learning groups, collect monthly volunteer tutoring timesheets at month's end, log participant case notes immediately (during meeting/after contact).
- Assist participants to use task based activities leading toward milestones with respect to their level and goal paths.
- Problem-solve and facilitate conflict between participants.
- Schedule the roster of tutor and learner groups, and matches within a team approach.
- Input client data and maintain case activity in a timely manner of own caseload on EOIS-Cams database.
- Ensure participant EO-LBS registration and LAMP service agreements forms are understood by and signed by the Learner.
- Ensure volunteer applications are completed and that training and relevant criminal checks are coordinated with the Human Resources Department.
- Prepare and summarize any volunteer data and monthly tutoring statistics for input in Better Impact database.
- Support the Supervisor as required in purchasing and managing centre resources (e.g. food, equipment, supplies, learning materials).
- Assist to maintain a clean, organized and clutter free program and staff office space.
- Performs other duties as assigned.

Required Qualifications

- Degree or Diploma in Human Services, Adult Education or related community work.
- Two years combined working in a community based Adult Learning Program experience.
- Demonstrated experience working with adults, nineteen years and older, from various cultural, ethnic, socio-economic and developmental backgrounds with awareness of literacy issues, and social determinants of health, and with empathy/sensitivity to the Adult Literacy Learner.
- Commitment to Anti-Oppression and Harm Reduction practices.
- Strong knowledge and demonstrated experience in working within MTCU Employment Ontario Literacy and basic skills Adult Learning Curriculum (AOLC) and the EOIS-Cams database.
- Demonstrated experience in service delivery: intake assessment, goal setting, progress review within the MTCU AOLC and willingness to learn and integrate LAMP CHC best practices.
- Excellent interpersonal skills necessary to work effectively across all levels of the organization's diverse workforce.
- Excellent communication skills, both verbal and written, with the ability to clearly convey information and ideas.
- Positive attitude, professional, friendly, mature and dependable with strong initiative and the ability to work both independently and in a team oriented atmosphere.
- Excellent group planning, instruction and facilitation skills; particularly for multi-level groups, including creative learner centred activities.
- Strong organizational and leadership skills with good conflict resolution, problem solving skills.

- Eagerness to support, train and match volunteers with learners.
- Open minded, eager and willing to constantly learn and improve oneself.
- Knowledge of LAMP Community Health Centre, the South Etobicoke community, and/or a second language that is reflective of the community being served are all preferable assets.

Proficiency in the Following Computer Skills

- Solid working knowledge and ability to navigate a PC windows environment, including shared drives.
- Strong skills and experience using Microsoft applications (Word, Outlook, Excel, PowerPoint & Publisher).
- Strong skills and ability to easily navigate the internet/intranet environment.
- Superior skills, accuracy and experience using database applications (i.e. Better Impact - Volunteer Data Base, EOIS - Cams Data Base - Employment Ontario - MTCU).
- Ability to learn and be proficient with various learner assisted software; and be confident in registering, instructing and supporting adult learners/volunteers on Digital Technology as per AOLC (i.e. Learning Hub).
- Ability to learn new software quickly and willingness to continuously develop technology skills.

Working Conditions

- This position includes three afternoon/evening shifts per week, to supervise the evening program.
- The regular hours of work are from 12:00 pm - 8:00 pm.
- May occasionally be required to work some weekends and occasionally some outdoor work in the community for street outreach.
- Must work well within a compressed work schedule (follow through on task and project priorities to deadline while also effectively handling day to day service delivery). Must be able to work well under pressure when in conflict situations with clients/volunteers/staff.
- Ability to effectively understand the appreciation of guiding fundamentals at LAMP, i.e. Health Promotion, Anti-Oppression; Harm Reduction and the principles of community-based practice. **“Walk the talk.”**
- There is an expectation for all employees to participate in two events per year for the agency; these events may be during the evening or on a weekend.

Physical Requirements

- Frequent data entry, as part of case management, with frequent sitting and/or standing for extended periods of time.
- Ability to balance all job requirements in a busy atmosphere, including responding promptly to all communication.
- Occasional standing for extended periods of time and some occasional lifting may be required.
- Demonstrates good and safe work habits, and maintains a clean working environment.
- Ensures full compliance with LAMP's Health & Safety regulations and LAMP's policies and procedures.

As part of our mandate for inclusivity, reasonable accommodations can be made for all incumbents to perform the described physical functions of the aforementioned job.

LAMP Community Health Centre is dedicated to achieving a workforce that reflects the diversity of the community it serves and encourages applications from equity seeking groups.

Please send your resume with a cover letter to **Human Resources:**

Email Address		recruiting@lampchc.org
Subject		Job Opening for Community Literacy Worker, Adult Learning
External Deadline		5:00 pm on Wednesday June 19, 2019

We thank all applicants for their interest. However, only those selected for interviews will be contacted. No phone calls please.