



Internal/External Posting

Community Literacy Worker/Instructor Digital Skills for Success Adult Learning

Contract Part-time Position: 24.5 hours a week

Contract Period: September 2023 to June 2024

(With possibility of extension)

Salary Range: \$22.42 to \$26.91 per hour

The schedule for this position includes: on site: two 7hrs' afternoon-evening shifts and a full day program on Thursday from 11:30am to 7:30pm

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/ Digital Instructor supports all aspects of direct service and administration to provide the full range of programming for small groups learning aimed at improving the Digital literacy and life skills of adults in the LAMP catchment area.
- Directly responsible for a regular case load of up to 20 learners, 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 2-3 regular weekly skills development groups in digital and reading/writing multi-level small groups. Groups will have blended learning components.
- 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.
- 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 apps, computer-assisted software, including online digital technology related to adult basic education).
- 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.
- 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.
- Prepare project evaluation report with focus on excellent research, data and analysis of project in accordance with program objectives.
- 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 work/experience in community-based Adult Learning.
- 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 specific needs and life experience of the Adult Literacy Learner.
- Commitment to Anti-Oppression and Harm Reduction practices.
- Strong knowledge and demonstrated skill in using technology and instructing Adult Learners in Digital devices of Smart phone, I pad, laptops etc. Special Activities include virtual and field trips, wellness and nature applied learning.
- Strong knowledge and demonstrated experience in working 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 funder AOLC, Smart phone curriculum (MTML); and Skills for Success 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 a collaborative, creative inquiry- based environment leading to Learner goal achievement within the program Skills for Success criteria.
- 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 Digital Devices and Computer Skills

- Solid working knowledge and ability to navigate, teach and support participants on digital devices of smart phone, laptop, I Pads and desktop computers and also using as a staff, 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.
- EOIS - Cams Data case management– (Employment Ontario) would be an asset.
- 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).
- Ability to learn new software and devices quickly and willingness to continuously develop technology skills.

Working Conditions

- This position requires a minimum of two on site afternoon/ evenings per week(7 hr shifts) and on site Thursdays 10 am-6pm.
- 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

- Regular data entry, with frequent sitting 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/Digital Instructor, Adult Learning
Internal Deadline		5:00 pm on Thursday, September 7, 2023
External Deadline		5:00 pm on Thursday, September 14, 2023

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