

Digital Literacy Volunteer Tutor

The Agency

The Calgary John Howard Society (CJHS) is a community-based charitable organization dedicated to reducing the incidence of crime and increasing community safety through preventative and restorative justice practices. To accomplish these ends, we provide direct services to individuals at risk, advocacy for effective responses to crime with the individuals involved and education for youth and adults in the community.

The Program

The Literacy and Learning Program is a free service giving individuals the opportunity to improve literacy and/or computer skills. The program is for men and women aged 18+ who are facing language and literacy barriers and have had or are at risk of being involved with the criminal justice system. The program offers one-to-one tutoring or small group learning in the community. The program focuses on foundational learning, supporting learners up to a grade 9 level or a basic level of computer skills. Learners can work on reading, writing, numeracy, computer skills and specific self-identified learning goals with an emphasis placed on skills that can be used in everyday life.

The Position

During scheduled drop-in lab sessions at the agency main office, the Volunteer Tutor will work with foundational learners who request assistance to improve their computer skills; to seek jobs and submit job applications online; to become familiar with Internet functions; to open and use e-mail accounts; and to use Microsoft programs to create resumes and cover letters. The Volunteer Tutor will also work collaboratively with the Literacy Coordinator to ensure that learner goals and needs are met and that drop-in lab sessions operate smoothly.

Responsibilities

- Provide a nurturing environment to set and pursue learning goals.
- Nurture learner self-esteem and self-confidence
- Support learner up to a Grade 9 level of literacy/education.
- Teach skills related to goals and objectives.
- Have proficient computer, web-based e-mail, and Internet skills
- Be familiar with resume and cover letter formats and comfortable with formatting on Microsoft Programs
- Suggest and develop individualized plans to meet the learners' needs/goals.
- In collaboration with the program staff and the learner, choose materials appropriate to the learner's level and goals.
- Participate in assessment of the program and assessment of learner progress.
- Develop awareness of internal/external resources to make appropriate referrals for learners.
- Keep accurate records to be submitted for reporting purposes.

Time Commitment

- Maximum 3 hours each week – Mondays and/or Wednesdays between 9:00a.m. and 12:00p.m.
- A one year plus commitment to the program

Training

- Orientation and initial training is offered in addition to access to ongoing training sessions and events with the purpose of allowing the volunteers the opportunity to delve deeper into some of the issues impacting on the people served.