

Bilingual Digital Literacy Program Manager

40 hours a week (*includes 30-minute paid meal break*)

One-year contract, may be extended dependent on renewed funding

\$48,000 year

Medical, Dental and Vision benefits

Paid Holidays, Vacation/Sick Leave

JOB DESCRIPTION

The Bilingual Digital Literacy Program Manager (DLPM) will be energetic and enthusiastic about providing quality digital literacy training to English- and Cantonese-speaking learners, primarily in low income housing settings. The DLPM engages and supports volunteers who assist in teaching classes or offer scheduled on-site tutoring to newly trained computer users. The ideal candidate blends initiative and self-direction with collaboration and teamwork. We are looking for a personable, hard-working team player who is open to learning new things, able to work on their own initiative, and enjoys working in a fast-paced work environment. The ideal candidate should be passionate about digital literacy, public access to technology and engaging marginalized and/or underserved populations.

DUTIES & RESPONSIBILITIES

1. Planning and Outreach

- Schedule and/or attend meetings with Partners to understand requirements, population and staff involved in a project.
- Prepare promotional materials and outreach materials for programs or classes
- Create/Customize a survey to collect information to assess training needs of potential participants.
- Attend community events to explain the program and collect information from interested parties (survey).
- Tally and analyze survey information to identify skills levels and population who might “test out” of class attendance.
- Propose a class schedule to partner, based on survey information, and contact students to provide relevant information to attend the class.
- Manage and communicate the ongoing schedule for digital literacy programs at partner locations

2. Deliver Digital Literacy Training

- Prepare the computers (new notebook or laptop) that will be used in class and given to students at graduation.
- Prepare/Print handouts and other supporting materials to teach the class.
- Follow an established multi-class curriculum to provide small group training to help adults develop and improve their use of technology and the Internet.

- Adjust teaching style and curriculum sequence to match each group of students while assuring all essential curriculum content is covered.
- Collaborate with Digital Literacy Team to adjust, change and enhance the curriculum in continuous improvement cycles.

3. Volunteer Supervision

- Respond to and screen individuals interested in volunteering
- Train new volunteers
- Provide on-site introductions and orientation
- Review Volunteer shift submissions and provide information or support prompted by information reported.
- Respond to volunteer queries, concerns, and grievances promptly and efficiently
- Schedule or act as a substitute for volunteer absences

4. Data Management & Reporting

- Collect and report class attendance data in designated systems.
- Request and appropriately Record Photo Release permission obtained from students. Upload to appropriate system(s).
- Assure students complete necessary paperwork to document receipt of equipment (computer, etc.) as a part or result of program participation. Upload this documentation to appropriate system(s).
- Ensure that all volunteers report their hours and relevant participant data using appropriate system(s).
- Complete monthly data validation before bulk upload to partner and CTN systems.
- Identify, collect and report additional data about programs, services, and volunteers for funders or internal use.
- Keep the class/instructor calendar up-to-date

5. Public Relations

- Represent CTN at community-based events
- Use social media to share information about CTN programs, engage volunteers, and promote the volunteer program
- Contribute content to the CTN website blogs and e-newsletters (The Network News & The Download)

ESSENTIAL QUALIFICATIONS

- Excellent Cantonese/English bilingual written and oral communication skills
- Computer and Internet proficiency and a willingness to learn new technology tools. Specifically, proficient with MS Office (especially Word and Excel), web browsers, Google mail and calendar
- One year of experience in providing computer skills instruction or general adult education
- Ability to work with people from diverse backgrounds

- Familiarity with challenges faced by homeless individuals and marginalized communities
- A community service track record and commitment to volunteerism
- Ability to work well independently and as part of a team

PREFERRED QUALIFICATIONS

- Bachelor's Degree or equivalent experience
- Two years employment history in the nonprofit sector
- One year experience delivering and coordinating direct service community programs
- One year or experience working with marginalized populations (e.g. homeless, immigrant)
- Experience teaching immigrants and /or low-level learners

IDEAL APPLICANT WILL POSSESS

- Experience using cloud-based technology, such as Dropbox and Google suite
- Excellent organizational skills and attention to detail
- Ability to manage multiple priorities and be calm under pressure
- Ability to solve problems and think strategically
- Willingness to work occasional evening and weekend hours

Community Technology Network provides fair and equal employment opportunity for all job applicants regardless of race, color, religion, national origin, gender, sexual orientation, age, marital status or disability. As an equal opportunity employer committed to inclusive hiring practices, we strongly encourage applicants of diverse backgrounds, including people of color, people with disabilities, veterans, and lesbian, gay, bisexual, queer, transgender, and gender nonconforming people.

Send cover letter and resume to: jobs@ctnbayarea.org