



# YMCA of Three Rivers

## Immigrant Services

Immigrant Services  
800 King Street West  
Kitchener, Ontario N2G 1E8  
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[www.ymcacambridgekw.ca](http://www.ymcacambridgekw.ca)

**SERVICE AREA:** Immigrant Services

**POSITION:** Computer Class Assistant Volunteer

**LOCATION:** 800 King Street West, 1<sup>st</sup> floor, Kitchener

**REPORTS TO:** Danica Mitrovic, Specialty Group Facilitator

**E-MAIL:** [danica.mitrovic@ytr.ymca.ca](mailto:danica.mitrovic@ytr.ymca.ca)

**PHONE #:** 519-721-7221

**TIME COMMITMENT:** Monday and Wednesday 11:45 AM - 2:00 PM, 4 month duration

### FUNCTION:

This volunteer is responsible for assisting the lead specialty group facilitator with teaching a beginner computer class to new immigrants via online communication platforms. A curriculum has already been developed for the program; the volunteer would demonstrate the different tools and software mentioned in the lesson and be available for one-to-one support, if needed, for the clients registered in the program. Our goal is to support newcomers to feel welcome and to gain computer skills that they can use for everyday life.

### SPECIFIC RESPONSIBILITIES:

- To participate in the delivery of a computer literacy program based on a pre-developed curriculum
- To troubleshoot and provide one-to-one support when required
- To provide leadership and work with other YMCA staff and volunteers to deliver the program
- To assist with program related tasks (attendance)
- To develop positive relationships with clients, displaying a professional attitude
- To adhere to YMCA agency rules and procedures and maintain confidentiality of agency and client information

### QUALIFICATIONS:

- Excellent verbal and written English skills and good communication skills
- Strong background in IT, or have an advanced knowledge of computer technology
- Previous multicultural experience, or working with newcomers with little English knowledge would be an asset
- Good interpersonal skills, specifically patience
- Basic knowledge of K-W area and its resources
- Acceptable Criminal Reference Check

### SUPPORT:

Training for this position will be provided. In addition, staff will be available for assistance and ongoing support as needed.

### COMPETENCIES REQUIRED:

**Coaching & Development:** Commits to assisting participants, volunteers, staff and self in continuous learning and development.

**Communication:** Communicates in a thorough, clear and timely manner to support information sharing.

**Leadership:** Motivates and inspires self and others to take action to achieve desired outcomes.

**Results Oriented:** Has the ability to manage, lead to achieve, and exceed identified goals.

**Relationship Building and Collaboration:** Builds positive interactions, both internally and externally, to build enthusiasm and appreciation to achieve work related goals.

**Sense of Community:** Demonstrates an awareness and understanding of communities and responds to their needs.

**Tolerance for Ambiguity:** Functions effectively in situations of less than perfect or incomplete information.

In addition to the above competencies the Association Core Competencies are required, **Commitment to Organization Vision and Values, Diversity, Integrity, Teamwork.**

**Note:** This position requires a commitment to the YMCA mission and core values, as well as a commitment to building developmental assets in children and adults.

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