

## **CAREER OPPORTUNITY**

**Lethbridge Family Services** is a private, non-profit organization operating since 1910. We are highly accredited and with more than 380 employees, the largest community social services organization in southern Alberta.

We offer a supportive, inclusive team environment with a strong commitment to work-life balance. We provide a competitive remuneration package, including a comprehensive benefit plan, generous vacation and personal time, and subsidized fitness memberships. We support your career through opportunities to learn and grow, including paid professional development opportunities, and on-the-job coaching and support. Our “family” culture supports many opportunities to participate in events including health and wellness challenges, social club activities, annual holiday parties and recognition events.

**Position:** Enhanced Life Skills Practitioner – Digital Literacy - Full time

**Department:** IMMIGRANT SERVICES

**Hours:** Monday to Friday, 35 hours per week

### **Position Overview:**

This position provides direct client services and supports newcomers to adapt to life in Canada and to reduce barriers to participation in on-line services. In addition to providing direct enhanced life skills settlement support services, this position supports the enhancement of digital skills through the development and delivery of digital literacy training programs and one-to-one support services for clients with low or no digital literacy skills.

This position requires the incumbent to have a driver’s license, access to a vehicle, and appropriate insurance coverage.

### **Key Responsibilities:**

- Provides resettlement services in a supportive, culturally sensitive manner.
- Develops digital literacy programming and delivers group and individual workshops to support clients with low or no digital literacy skills.
- Provides one-to-one support for clients, as required, to increase uptake of settlement services and increase client engagement in various online community services.
- Contributes to development of group sessions and assessment outcome measures.
- Maintains high level of client confidentiality.
- Ensures timely reporting to direct supervisors and funders; informs and consults with the immediate supervisor any problem/difficulty encountered in providing services to the clients, including preparation and submission of incident reports.
- Conducts home visits; at times transporting clients to meet appointments.

### **Client intake, needs assessment and orientation:**

- Assesses clients’ digital literacy skills, barriers, and needs.
- Coordinates referrals and follow up with other community resources, as appropriate, to meet client focused needs.



**Case Management:**

- Facilitates referrals and access to available resources in the community including social services, professional services, and government programs.
- Addresses and supports clients' needs in crises and makes appropriate referrals.

**Community Engagement:**

- Liaises with local stakeholders to promote the use of digital tools with newcomer clients on a level that meets their needs.

**Cultural resource and advocacy:**

- Acts as a resource for client and community and build partnerships to sustain organization initiatives.

**Administration:**

- Maintains appropriate database records and files pertaining to settlement services provided to clients.
- Liaises with RAP Admin Assistant to ensure digital devices are accounted for and prepared for issue to new clients.
- Works towards obtaining AAISA Settlement Practitioner Certification.
- Other responsibilities as required and assigned.

**Qualifications:**

- Undergraduate degree and/or diploma in human services, social work, psychology, sociology, anthropology, education, information technology, or relevant discipline. A combination of education and experience may be considered.
- Relevant experience within the settlement sector.
- Demonstrated ability to effectively train, supervise, and motivate clients.
- Excellent organization and administrative skills.
- The successful candidate will be required to provide a Police Information Check.

**Start date: ASAP**

**Application deadline: June 30, 2022**

**Please submit, in confidence, a resume and cover letter referencing job posting IS127 and where you viewed our ad:**

**Email: [humanresources@lfsfamily.ca](mailto:humanresources@lfsfamily.ca)**

**Web: [lfsfamily.ca](http://lfsfamily.ca)**

**We thank all candidates for their interest, however, only those selected to continue in the process will be contacted.**

***Lethbridge Family Services is an equal opportunity employer.***

