

Job Title: Digital Skills Navigator [Full Time]

Program: Language

Position Class: Scale 3

Reports to: Language Team Lead

Hours: 37.5 hrs / week, Monday-Friday (8:30-4:30)

Type: Regular, Full Time

Wage Rate: \$29.75/hr + benefits after 3-month probation

About CVIMS:

Central Vancouver Island Multicultural Society (CVIMS) is a non-profit settlement organization located in Nanaimo, B.C., Canada. Established in 1979, CVIMS provides support to newcomers and refugees. Services include settlement, employment, family, language and community programs. We are client-driven and committed to being accessible and responsive to, as well as reflective of, our diverse community.

Job Summary:

The Digital Skills Navigator provides support and instruction to clients who are eligible for IRCC services including the Language Instruction for Newcomers to Canada program (LINC). This role focuses on supporting clients to access IRCC resources in a digital format, troubleshooting technology-related issues for clients, and ensuring the effective integration of digital tools into language instruction, group sessions and workshops. The Digital Skills Navigator works collaboratively with instructors and staff to promote an engaging and accessible learning environment, whether in-person, online, or hybrid.

Key Responsibilities:

Digital Literacy Support & Instruction

- Develop digital support programming for newcomer students and clients with the goal of preparing them to successfully access and use IRCC and CVIMS program platforms.
- Facilitate in-person and online workshops that are tailored to meet the evolving needs of newcomers, emphasizing practical digital skills development for everyday use.
- Create and deliver tutorials for the Avenue Platform and PBLA digital portfolios to ensure participating clients can engage in course content.
- Act as a bridge between instructors and learners by addressing gaps in clients' digital skills to ensure clients can fully participate in CVIMS classes and services.
- Create simple videos and handbooks to support learners and staff in effectively using online resources and tools.
- Collaborate with instructors to enhance digital resources that align with Canadian Language Benchmarks (CLB) and Portfolio-Based Language Assessment (PBLA).

- Provide one-on-one or group tutoring to learners, helping them navigate platforms, access resources, and troubleshoot technical issues.
- Encourage the use of digital tools within CVIMS programs to promote language development, communication, program integration, and collaboration.

Digital Resource Development & Learning Platforms

- Research and recommend new digital tools, applications, and practices to enhance language instruction, workshop content, and learner engagement.
- Participate in the evaluation of digital tools, apps, and practices in CVIMS programming. Provide feedback on the effectiveness, suggesting improvements for efficiency and accessibility.
- Stay updated on emerging trends in educational technology and changes to IRCC platforms.
- Curate, organize and maintain digital learning resources and online repositories to support accessible language instruction and service delivery.
- Enhance our capacity to deliver online language and settlement services to remote communities.
- Assist CVIMS teams to prepare and upload digital course materials, assignments, and resources to online platforms.
- Ensure digital content is accessible and user-friendly, adhering to program and funder guidelines.

IT Support & Equipment Coordination

- Set up, maintain and track technology equipment used by clients including computers, headsets, projectors, multimedia equipment, and computer labs.
- Liaise with IT support regularly during onsite visits and whenever technical support is required for client programming.
- Monitor online classes or breakout rooms to provide technical assistance as needed.

Documentation & Administration

- Maintain detailed client records, ensuring confidentiality and compliance with organizational policies and privacy legislation.
- Track client interactions, referrals, and program outcomes using agency databases and reporting systems.
- Support agency reporting by sharing success stories, program challenges, and accurate client data.
- Submit purchase requests, receipts and financial claims to the designated approvers.
- Ensure strict adherence to confidentiality, code of ethics and all other professional codes of conduct.
- Work collaboratively as part of the CVIMS team to ensure agency and client success.
- Follow CVIMS protocols for reporting and communication.
- Participate in all staff meetings, training sessions and professional development opportunities.
- And such further duties and responsibilities as may be communicated by CVIMS from time to time.

Required Education, Certifications, and Experience:

- Diploma or Degree in Information Technology, Digital Media, Adult Education or related field.
- Experience developing and delivery user-friendly and engaging digital content, including knowledge of accessibility standards, privacy, and inclusive practices.
- Strong understanding of adult learner needs, particularly newcomers to Canada and those with low English literacy.
- Exceptional interpersonal and communication skills, with a proven ability to build trust and rapport across diverse populations. Excellent spoken and written English required.
- Experience working with vulnerable populations and capacity to maintain professional boundaries.
- Strong video editing skills across digital formats (video, audio, written) for diverse audiences. Video editing proficiency demonstrated through a portfolio submission will be required – topic to be provided.
- Ability to work independently and as part of a team, demonstrating a high level of professionalism and integrity.
- Valid class 5 driver's license and reliable transportation required for regional travel.
- Vulnerable sector criminal record check on file with CVIMS required.
- Training or demonstrated proficiency using client databases, Microsoft Office 365, Zoom, Teams, and other digital tools.
- First Aid Level 1 required.

Preferred Skills, Abilities, and Assets:

- TESL certificate or experience in language instruction in settlement services.
- Ability to adapt digital resources to diverse learning styles and abilities.
- Patience and the ability to explain technical concepts in simple terms of individuals with varying levels of digital literacy.
- Additional qualifications and / or training in a trauma-informed practice.
- GBA+ certification is an asset.
- Fluency in a second language would be an asset.
- Priority will be given to applicants who are eligible to work in Canada for minimum 3 years.
- Accountable individual who adheres to agency policies and procedures.
- Attitudes and values in keeping with the CVIMS vision and goals.

Additional Information:

- Travel within Nanaimo Regional District and surrounding region will be required. Occasional travel to locations in other parts of British Columbia and/or Canada for purposes like professional development, networking, program delivery or conferences may also be required.
- Some work outside of regular office hours, including evenings and weekends, will be required. Flex time schedules will be made to accommodate non-regular work hours. This position is eligible for overtime in accordance with the BC Employment Standards Act. All overtime must be approved in advance.

- Fully funded health/dental benefits and group RRSP available after 3-month probation.
- This is a full-time position, funded at 37.5 hours / week, working Monday – Friday, 8:30-4:30pm. Some evening work may be required.