



## **Wellspring House, Inc.**

### **Multilingual Computer Literacy Coach – Gloucester, MA**

#### **WHO WE ARE**

Founded in 1981, Wellspring House Inc. is a leading non-profit organization with programs extending throughout the 20 cities and towns of Massachusetts' North Shore region. Our mission is to inspire families and adults to achieve employment and financial stability through stable housing, education, job training and career readiness.

**Reports To:** Director of Education and Career Pathways

**FLSA Status:** Non-exempt, Full-Time (40 hours per a week)

**Wages:**

#### **Required Qualifications and Experience**

- A minimum of 3 years of experience teaching computer literacy.
- Demonstrated computer proficiency at a level able to teach others.
- Ability to work evenings 2-3 days a week
- A minimum of three years and coaching individuals facing financial vulnerability.
- Ability to exercise discretion and maintain confidentiality.
- Ability to work collaboratively with community-based organizations and as a team member.
- Experience with record keeping and database entry.
- Bachelor's Degree in Education, Human Services or related field. 5 Years of relevant work experiences or another educational credential may be considered.
- Multilingual- English/Spanish/Portuguese preferred.

#### **Skills, Abilities and Competencies**

- Superior organizational skills, while also possessing the flexibility, creativity, and empathy needed to motivate others and adapt to individual needs.
- A growth mindset and desire to continuously refine and improve practices and approaches.
- Excellent verbal communication skills with an ability to motivate and connect with others and present information in a clear manner.
- Highly collaborative and communicative, yet able to take initiative and be self-directed.

- Unwavering commitment to honoring and boosting the confidence, strength, agency and unique power within each person.
- Deep commitment to social justice, diversity, equity and inclusion.

## **Position Summary**

Wellspring's Computer Literacy Coach is responsible to improve community members' access to devices (laptops, tablets etc.), for personal and professional/employment use. This includes distributing devices, coaching about internet setup, providing computer literacy training and tech support. The primary audience is students in Wellspring's ESOL program. Trained by our affiliate, the Massachusetts Association for Computer and Internet Resources (MACIR) the Navigator will help to address digital disparities, specifically prioritizing underserved populations.

The Computer Literacy Coach teaches 3-4 cohorts of Wellspring's TECH GOES HOME classes per year. The Navigator provides well-structured differentiated lessons focusing on computer components, navigation of Google Suite and internet. Through authentic assessments the instructor regularly progress monitors students and provides tiered-instruction focusing on digital literacy.

## **Essential Duties and Responsibilities:**

### Digital Navigator

- Initiate meaningful interactions with participants seeking digital literacy assistance.
- Evaluate participants access to technology, digital skill levels, connectivity needs, and technology/device requirements.
- Assess eligibility for services including device support, hotspot and laptop distribution, and digital literacy classes.
- Coordinate and manage in-person/remote meetings with program participants.
- Record/monitor participant inquiries and support requests daily through ticket system.
- Provide technical support both on-site and remotely.
- Advise participants about free or affordable home internet service options.
- Update the Customer Relationship Management (CRM) system daily.
- Maintain and update the Digital Navigator Cohort knowledge base resource guide.
- Supporting participants in accessing additional resources related to housing, food stamps, unemployment, career services, etc. through referral.
- Regularly attend Digital Navigator and staff meetings.

### Tech Goes Home Instructor

- Participate in Tech Goes Home Instructional Training.
- Attend and facilitate 15 hours of classes within a 3-6-week timeframe.
- Develop and implement well-structured lessons focusing on Digital Literacy.
- Maintain attendance records, goal, notes, and outcomes in database.
- Contribute to the overall retention of students in assigned class.

- Attend regularly scheduled Attend and participate in staff meetings

This job description provides a general overview of the position and does not encompass every task or responsibility that may be required. The organization reserves the right to modify job opportunities at any given time.

### **Location and Schedule**

Wellspring's headquarters is located at 302 Essex Avenue in Gloucester, MA. The property is accessible by public transportation (MBTA commuter rail). The ESOL Program is located at 33 Commercial St in Gloucester, MA. Both properties are accessible by public transportation (MBTA, Commuter Rail, local van and bus service). The Computer Literacy Coach will work onsite at both locations. One standard remote working day can be requested after completion of the 90-day orientation and evaluation period.

The Digital Navigator is based out of 33 Commercial St, and Wellspring House with the opportunity to work remotely one day per a week. The position requires onsite presence at all locations.

Send Initial Application with cover letter and resume to: [jobs@wellspringhouse.org](mailto:jobs@wellspringhouse.org) In the subject line, write your name and the position title. We will contact ONLY those individuals selected to continue in the search process. No phone calls please.

Wellspring is an Equal Opportunity Employer that is committed to creating an inclusive organization. `