



**YMCAs of Cambridge & Kitchener-Waterloo  
Immigrant & Employment Services**

Immigrant and Employment Services  
800 King Street West, 3<sup>rd</sup> Floor  
Kitchener, Ontario N2G 1E8  
t: 519-579-9622  
f: 519-579-9624  
ymcaimmigrantservices.ca

**SERVICE AREA:** Immigrant Services

**POSITION:** Computer Class Assistant Volunteer for New Horizon Senior program

**LOCATION:** 800 King Street West, 1<sup>st</sup> floor, Kitchener (Virtual on Zoom)

**REPORTS TO:** Danica Mitrovic and Zebun Khan

**E-MAIL:** zebun.khan@ytr.ymca.ca

**PHONE #:** 519-498-1931

**TIME COMMITMENT:** Two hours per week

**FUNCTION:**

This volunteer is responsible for assisting the lead specialty group facilitator with teaching a beginner computer class to new immigrant seniors 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 newcomer seniors 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
- To provide leadership and work with other YMCA staff and volunteers to deliver the program
- To assist with program related tasks (e.g. attendance)
- To develop positive relationships with elderly 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
- Advanced knowledge of computer technology
- Previous multicultural experience, or working with newcomer seniors with little English knowledge would be an asset
- Good interpersonal skills, specifically patience
- Basic knowledge of K-W area and its resources
- Ability to speak additional languages is an asset
- 18+ with an acceptable Police Record Check including Vulnerable Sector

**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, communication, leadership, results oriented, relationship building and collaboration, sense of community, and tolerance for ambiguity. In addition to the mentioned competencies, the association core competencies are required which are commitment to organization's vision, values, diversity, integrity, and teamwork.

**BENEFITS:**

- Obtain experience in adult education
- Learn about cross cultural communication
- Earn references through volunteerism
- Help seniors learn valuable computer and life skills
- Use your knowledge and skills to help newcomers in Canada
- Volunteer at a great organization dedicated to diversity and multiculturalism

**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.**

*Building healthy  
communities*