



## COMPUTER SPECIALIST FOR SENIORS FOR HEALTHY SENIORS, RESILIENT COMMUNITY PROJECT

### PROJECT & ORGANIZATION OVERVIEW:

**Healthy Seniors, Resilient Community** is a grant-funded project to support seniors in response to the COVID-19 pandemic. The project has a primary focus on improving seniors' computer literacy and virtual experience and building their ability to stay connected with the community and their family through technology. The funding will be used to respond to the immediate needs of individual seniors as well as to support community programs that benefit the collective health and well-being of seniors. The funding is provided by Employment and Social Development Canada through the New Horizons for Seniors Program (NHSP).

The University Neighbourhoods Association (UNA) is a nonprofit society created to provide municipal-like services (streets, parks, fields, playgrounds, community centers, and a full range of recreational services) to approximately 13,000 residents living in designated neighbourhoods on UBC Vancouver Campus. The UNA operates the Old Barn and Wesbrook Community Centres where we provide arts, physical activity, education and social programs for all age groups.

### JOB SUMMARY:

The UNA is looking for a **Computer Specialist for Seniors** to provide on-going support for seniors to improve their essential digital skills. These essential skills include online shopping, using online services, protecting online security, managing email, attending virtual programs, getting trusted information, and staying connected. **The Computer Specialist** will provide technical assistance to seniors through one-on-one or group sessions virtually.

The ideal candidate is one who possesses these technical skills and is passionate about working with seniors to foster social relationships among seniors through technology. This person will play a critical role in achieving the objectives of the Healthy Seniors, Resilient Community Project.

### JOB RESPONSIBILITIES:

- The services and assistance provided under this job will be performed virtually.
- Provide one-on-one assistance to seniors for using online services and applications in a safe and secured way.
- Assists seniors with the troubleshooting of computer, devices, and technology issues.
- Assist seniors to learn online shopping, attending virtual programs, and using other online services.
- Host monthly Seniors' Computer Café for seniors to share their virtual experience and challenges they face in using technology and applications.
- Improve seniors' awareness and ability in protecting personal data and online security.
- Improve individual seniors' digital capability as well as their collective virtual experience as a community.
- Help foster social connections and relationships among seniors through technology.

**ELIGIBILITY:**

As per the Employment and Social Development Canada criteria, candidates must:

- be 19 or above at the start of employment,
- be a Canadian Citizen, permanent resident or person to whom refugee protection has been conferred under the Immigration and Refugee Protection Act for the duration of employment and
- have a valid social insurance number at the start of employment and be legally entitled to work in Canada.

**QUALIFICATIONS:**

- Diploma in computer or information technology, or related field or equivalent experience.
- At least two years of work experience in an IT related field.
- A strong working knowledge of social media platforms, video conferencing applications, Microsoft Office software, technological equipment, etc.
- Demonstrated success in coaching Individuals and groups in using digital tools and resources.
- Comfortably facilitate community meetings and feedback virtually.
- Experience working with seniors.
- Experience of supervising and working with youth volunteers.
- Work independently.
- Good communication and interpersonal skills.
- Valid criminal record check, or willingness to obtain before start date.

**JOB PARTICULARS:**

- Temporary part time position (120 hours in total)
- Hourly rate: \$20, plus 4% in lieu of vacation
- Employee will be contracted to work between June 15 to December 15, 2020
- Required to work flexibly on weekdays, 5 hours per week between 9am and 5pm.
- Reports to: Assistant Recreation Manager

**APPLICATION DEADLINE AND TIMELINE:**

- Applications is open and ongoing until the position is filled.
- Interviews: before the end of June 2020

Please send your cover letter and resume to **[programs@myuna.ca](mailto:programs@myuna.ca)**. We appreciate all applications; however, only short-listed candidates will be contacted for an interview.