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| Goodwill Industries of Greater Cleveland & East Central Ohio, Inc. | Prepared: |  08/29/2023  |
| 408 Ninth Street S.W. | Revision: |   |
| Canton, Ohio 44707 | Approved by HR: |  09/05/2023  |

# Job Description

**Title: ￼**Digital Skills Instructor

**Status: ￼**Hourly, Non-Exempt

**Location: ￼**Mission Services

**Reports to: ￼**Supervisor of Mission Services

# Purpose:

The Digital Skills Instructor will deliver effective and engaging digital literacy workshops to Goodwill employees and community members. The Digital Skills Instructor will work to provide excellent instruction and support to encourage and advance learning for workshop participants.

# Essential Functions:

1. Create curriculums and objectives focusing on a wide variety of digital skills to meet the needs of Goodwill employees and the community.
2. Conduct workshops and training throughout Goodwill’s ten-county territory.
3. Produce clear, concise, and user-friendly instructional materials to support workshops and trainings.
4. Tailor teaching and support techniques to effectively meet the needs of diverse learners of varying skill levels.
5. Adapt workshops to meet the needs of the workshop participants.
6. Assist workshop participants one-on-one as needed.
7. Complete skill assessments.
8. Accurately collect, analyze, and track data for workshop participants.
9. Conduct outreach efforts to explain the available services.
10. Attending all internal and external meetings and training courses as required.
11. Comply with agency policies, procedures, contractual guidelines, safety and security regulations, and rules protecting participant’s confidentiality.
12. Complete other duties as assigned.

# Key Competencies:

Integrity/Judgment, Customer Focus, Communication, Teamwork, Dependability/Reliability, Functional Expertise, Initiative and Resourcefulness, Results Focus, Accountability, Organizational skills

# Key Behaviors:

Model our agency values by putting people first, acting with honesty and integrity, embracing diversity, meeting people where they are, and serving as stewards of donations and the environment.

# Specific Experience/Skills/Abilities:

* Experience in teaching, coaching, or training in the digital skills field.
* Proficiency in workplace digital platforms, including Microsoft 365 – Word, Excel, Outlook, PowerPoint, SharePoint, OneDrive, and smartphones.
* Ability to learn and use various Goodwill’s retail technologies, learning management platform, and client case management system.
* Experience working with people with diverse backgrounds, individuals with disabilities, or individuals with other barriers preferred.
* Understanding of the impact of improving digital skills for the community and employees.
* Ability to communicate effectively, both verbal and written, with workshop participants, colleagues, and community partners.
* Ability to work with others effectively, earning their trust and confidence, enabling them to share their feelings to facilitate successful participation in training and workshops.
* Ability to clearly document program activities written reports, and other written or electronic media.
* Ability to work independently and in a team.
* Organizational and time management skills
* Detail oriented, ability to gather and record data efficiently and accurately.

# Relationships:

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| A. Positions Supervised: | None. |
| B. Internal: | Communicate effectively and develop teamwork within the agency. |
| C. External: | Represent the agency in a positive way to the community by establishing positive working relationships with community entities. |

**Basic Requirements:**

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| A. Education: | Bachelor’s degree in education, computer science, information science, or related field preferred, or three years of experience teaching digital skills and High School Diploma or equivalent.  |
| B. Certification: | Must have a valid driver’s license and automotive insurance. Must regularly provide the agency with proof of valid auto insurance. Certification in First Aid and CPR is required. |
| C. Work Conditions: | Works a flexible and varying schedule that may include nights or weekends as determined by the employee and community needs. Ability to handle a variety of tasks that change often. Ability to work independently with moderate supervision. Travel is required within communities served. Must be able to perform the physical requirements of the position, including inside sedentary work. Frequent forward, horizontal reach at a desk. Occasional standing, walking up to 60 feet, stair climbing, stooping, bending; push/pull up to 10 pounds. Infrequent crouching/squatting. Working conditions will vary according to each participant's work site. Standing, lifting, stooping, twisting, and hand/arm manipulation may occur at any given job site. |
| D. Equipment: | General office equipment, computer, phone systems, adaptive equipment.  |

**Financial Impact, Direct/Indirect:**

Responsible for providing services to identified participants and meeting all contractual service requirements.

# Job Description Review:

I understand this job description and its requirements; and that I am expected to complete all duties as assigned. I understand the job functions may be changed sometimes. I will be able to perform the essential functions of this position with or without accommodation. I understand that if I need accommodation for this position, I will inform the supervisor or a representative from the Human Resource Department of my accommodation needs.