

## JOB POSTING

<b>Job Position:</b>	Digital Navigator
<b>Department:</b>	Newcomer Services
<b>Status:</b>	Full-Time - 35 hours per week This posting is for an active vacancy.
<b>Location:</b>	Mississauga and Brampton This role is on-site and/or community based.
<b>Compensation:</b>	\$29.76 per hour plus benefits

Indus Community Services is an accredited, not-for-profit community benefit organization that has served local communities for over four decades. We are a registered charity, supported by our donors and by all three levels of government. Through our professional staff, we are a leader in the provision of culturally responsive services to newcomers, families, women & seniors.

**Vision:** To be leaders in building strong and inclusive communities.

**Mission:** We are a community benefit organization focused on building resilient and healthy communities by offering person-centered, anti-oppressive programs and services.

### **Position Summary:**

In collaboration with all Newcomer Services programs and services, the incumbent will work on-site to design, develop and deliver digital training sessions that support clients in accessing online settlement services, ensuring digital training is integrated into their overall settlement journey.

### **Responsibilities and Duties:** *(but not limited to)*

- Design and deliver digital training curriculum to meet program targets by enhancing participants' skills in:
  - Utilizing diverse technology platforms including computers, tablets, cell phones and educational software.
  - Navigating government websites, accessing online services and completing online forms.
- Conduct needs assessment to tailor training by digital & language proficiency and deliver training sessions in English.
- Provide individual and group support sessions in digital navigation.
- Support virtual participation in workshops and online service delivery.
- Assist with maintaining functionality and accessibility of computer labs.
- Apply learner-centered, inclusive teaching strategies and promote a welcoming, bias-free learning environment.
- Support with outreach and facilitate referrals to community resources through Newcomer Services programs and services.
- Input information into appropriate databases, document and maintain accurate and up-to-date records of service delivery and case files.
- Address client issues impacting program delivery in collaboration with program managers.
- Participate in staff and team meetings, and professional development opportunities as required, and apply learnings to enhance program delivery.
- Perform additional duties as required to meet evolving client and program needs.

### **Qualifications and Skills:**

- Post-secondary education in computer science, information technology, or related fields.
- Minimum 2 years' experience teaching digital navigation to adults from diverse backgrounds.
- Demonstrated experience in curriculum development with strong digital skills.
- Ability to troubleshoot technical issues.
- Experience adapting instruction to various language and skill levels.
- Understanding of immigrants and newcomer needs.
- An effective communicator with excellent verbal and written communication in English.
- Skilled in engaging learners in both in-person and virtual environments
- Strong interpersonal, organizational and leadership skills.
- Detail-oriented and adaptable to shifting program needs.
- Ability to work flexible hours including evenings, weekends and from any one of the agency's sites.
- Valid Driver's License with reliable transportation.
- Successful candidates must provide a satisfactory Criminal Background Check prior to commencing employment.



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**Interested candidates are invited to submit their application, including a complete resume of qualifications and experience, electronically to [hindus@induscs.ca](mailto:hindus@induscs.ca) by 12:00pm, July 20<sup>th</sup>, 2026. Please ensure your application email has the subject heading of "Digital Navigator" - (insert your name)**

We are committed to a human-centric hiring process. Please note that we currently do not use any artificial intelligence (AI) tools to screen, assess, or select applicants for this position. All applications are reviewed by a member of our human resources team. This job posting is not intended to be all-inclusive. Employee may perform other related duties to meet the ongoing needs of the organization. Indus Community Services is an equal opportunity employer and is committed to establishing a qualified workforce that is reflective of the diverse populations we serve. We are committed to accommodating people with disabilities as part of our hiring process. If you have special requirements, please advise Human Resources during the recruitment process. We encourage applications from all qualified individuals; however, only those under consideration will be contacted. **No phone calls please.**

*Posting Date: July 6<sup>th</sup>, 2026*