
Job Description

Position: Digital Skills Lead
Organization: GEO Nova Scotia
Team: Social Impact ▾
Location: Virtual Work Setting in Nova Scotia
Employment Type: Full-time
Supervisor: Social Impact Manager (SIM)

GEO Nova Scotia Mission

Bridging the digital divide by providing access to the internet, devices, and digital skills to fully participate in the online world.

Position Overview

The Digital Skills Lead (**DSL**) is responsible for overseeing the strategic development, management, evaluation, and continuous improvement of GEO's digital skill building programs and initiatives. The position works with other GEO staff, providing guidance and resources to team members while involving them in the professional and impactful delivery (recording, facilitation, written materials) of digital skill building programming to GEO's partners.

This role works collaboratively with the Social Impact Manager (**SIM**) and Social Impact Lead (**SIL**) to customize skill-building programs so they effectively address the evolving needs of partners and their clients. The position aims to help bridge the digital skills gap in Nova Scotia so that GEO participants receiving internet, phone plans, and devices have the skills they need to use these tools effectively and safely.

Key Responsibilities

Digital Skills Program

- Program Creation and Delivery: Lead the end-to-end development, evolution, and supervision of GEO Digital Skills programs.
- Work with SIM to develop plans around Digital Skill Building program/project scope and objectives, resources, and key performance indicators to monitor progress and inform future decision-making.
- Ensure Digital Skill programs are implemented effectively and that external partners have clear information that will enable them to support participants.

- Proactively scan for emerging technologies and funding opportunities.
- Oversee multi-level program design, development, implementation, and evaluation of a comprehensive digital skill building program.
- Connecting/Outreach: Build relationships, disseminate information, actively promote and incentivize participation in GEO Digital skills programs through outreach, newsletters, or other communications with partners.
- Community Building & Collaboration: Foster connections and collaboration among team members and partners to cultivate a supportive digital skills network that can share resources and connect to discuss shared challenges and solutions.
- Nurture and strengthen program partnerships to facilitate ongoing communication about digital skill needs in their communities
- Communicate with and manage expectations of partners and participants.
- Evaluating & Reporting: Pre-determine criteria and key performance indicators for success to assess the impact of DEN programs. Include regular surveys or feedback opportunities for partners. Report findings to inform program improvements.
- Incorporate adult learning principles for adult learner programs and child/youth principles for partner organizations that focus on child/youth populations.
- Work with other team members to gather input from partners and participants.

Staff Supervision Support

- Act as a role model in fostering a respectful culture in the workplace with an aim of making a welcoming, inclusive, and learning environment for all.
- Provide leadership and guidance to staff working on digital skill building Various GEO staff may support Digital Skills at different times, coordination and communication are of utmost importance.
- Work with the SIM to develop and implement one-on-one or team coaching for DECs supporting them with strategies for better digital skill program delivery; document progress.
- Deliver onboarding training to new Digital Equity Coordinators (DECs) or other staff who may have a role in the processes and responsibilities of digital skill programming.

Qualifications

- Experiencing developing, evaluating, and evolving programming for communities. Experience with *digital skill building* program development is an asset.
- Post Secondary education in a related field of study or comparable combination of education and experience. Transferable skills considered when a demonstration of transferability is clear.
- Supervisory experience or experience supporting junior staff.
- Strong project management skills with the ability to clearly develop and implement project or program plans, timelines, milestones and outcomes.
- Strong oversight capacity for the development and management of training programs and projects.

- Capacity to work effectively in both independent and team environments
- Excellent communication skills.
- Experience delivering community-learning opportunities.
- Experience in supervising not-for-profit programs would be an asset.
- Fluency with standard computer technology is required
- Strong cultural awareness with the capacity to tailor programming to specific cultural needs.
- Strong Digital Skills with an aptitude to quickly learn new and changing digital skills
- Team & collaborative approach
- Flexible and able to multitask; can work within an evolving and fast-moving environment, while driving clarity and solutions.
- Ability to appropriately utilize patience and a sense of humour to ensure learning environments, staff team and partnerships are welcoming and inclusive.

Competencies

Excellent Interpersonal & relationship building skills	Key Administrative Skills & Competencies
• Skilled at developing & maintaining cooperative working relationships	• Organized & detail oriented
• Effective Written & Verbal Communication Skills	• Excellent Problem Solver
• Customer-first mindset	• Results Driven
• Patient & Compassionate	• Adaptable & Creative
• Commitment to Diversity & Inclusion	• Able to provide basic coaching & support to Coordinators for routine topics
• Adaptable & Flexible	
• Team Player & Collaborative	

Working Hours/Conditions

The work of this position is performed in a home office environment using standard office equipment such as a computer, phone and/or headset. This may change at any time should the Company require more in-office or alternate location staff presence. The physical demands while performing the duties of this role require the employee to regularly talk, hear, sit for long periods, use hands for typing and less frequently stand, walk, and lift.

The **Digital Skills Lead** needs to be adaptable and creative to handle the complexities of program design with an inclusive focus. The role requires strong organizational skills to oversee the end-to-end development of the GEO Digital Skills Programs while managing the diverse administrative demands of a fast changing initiative.

- Must live and work in Nova Scotia, have a strong home internet connection and access to reliable transportation.
- Work will typically be performed Monday to Friday during business hours at home with the potential for some on-site opportunities in the future.
- Employees work 35 hrs per week excluding lunch or break.
- Some evening or weekend work and/or travel within the province may be required.