***About Helping Link/Một Dấu Nối***

Since its founding in 1993, Helping Link has been committed to addressing the needs of the Vietnamese American immigrant and refugee community in the Puget Sound area by providing them with educational programs such as English language classes, citizenship test preparation, and basic computer classes. We also help them navigate social services and community resources.

We believe in supporting our intergenerational families, nurturing our communities, advocating for equity, and fostering cultural resilience. Like a bridge that connects multiple points, Helping Link aims to unite and connect the Vietnamese American community while also empowering members to celebrate their history, culture, and traditions.

***Our Mission***

To empower Vietnamese Americans’ social adjustment, family stability, and self-sufficiency while nurturing community service and youth & young professional leaders.

**Job Description: Digital Literacy and Technology Program Coordinator**

Purpose: This is a half-time position reporting to the Executive Director. Plan and coordinate our digital literacy and technology education program by assisting in revising and updating our digital literacy and technical curriculum. Work with our volunteer Information Technology team to implement a new system for maintaining, loaning, and storing our library of laptops and tablet computers. Discretion with client information and the ability to manage multiple tasks and priorities are essential. The ideal candidate will play a collaborative role in developing and implementing systems that increase the effectiveness and efficiency of our work and support our ability to grow and expand our impact.

Helping Link currently provides classes in the evenings from 4:00-8:00 for working students. Staff operating hours are anytime between 11am and 8:30pm, Monday thru Friday, so we can consider the possibility of offering daytime classes as well. Candidates have flexibility to work within the operating hours depending on volunteer instructor availability. You will be responsible for recruiting both students and volunteer instructors and/or teaching classes yourself.

This position is remote until further notice but will eventually require in-person duties in the Seattle area.

**Major Responsibilities and Duties: Assist Executive Director in Program Support:**

* Collect and review existing digital literacy and technology curriculum
* Create and conduct a survey of graduates of recent digital literacy and technology courses to evaluate the curriculum and training outcomes
* Update curriculum based on surveys and review
* Coordinate intake and outreach for technology education program
* Recruit volunteers to assist with curriculum translation (Vietnamese to English)
* Recruit graphic designer to assist with revamping visual accessibility and UX design of curriculum
* Recruit volunteer to implement additional curriculum evaluation as curriculum is revised
* Make new curriculum accessible to wider Seattle community
* Collaborate with the IT team to set up a new loaner/maintenance system for devices
* Recruit a volunteer to run the new loaner/maintenance system

**Qualifications:**

● 2+ years of work experience with non-profit program/project coordination

● Proven ability to work with efficiency, flexibility, and good humor

● Demonstrated ability to build and maintain relationships with a wide array of people

● Excellent verbal and written communication and interpersonal skills

● Strong commitment to Helping Link’s mission and values

● Outstanding organizational skills

● Ability to work well with Microsoft Word, Excel, and PowerPoint

**Preferences:**

● Experience in the nonprofit sector

● Experience with volunteer management

● Familiarity with English Language Learner programs

● Familiarity with the Vietnamese community

● Willingness to learn more about the community service system navigation

● Two years of college or a bachelor’s degree

**Compensation:**

This is a half-time, non-exempt, grant-funded position.

The hourly rate for this position is $24-$29 depending on experience.

Helping Link is an equal opportunity employer. We strive to create an inclusive and equitable workplace. We encourage applicants from all backgrounds.

**Application Instructions:**

If you are interested and meet the above qualifications, we invite you to apply by sending your cover letter and resumé to careers@helpinglink.org. Please include the job title in the subject line of your email.