



2010-2011 CTEP AMERICORPSS POSITION DESCRIPTION



Brian Coyle Center

Position: AmeriCorps Member

Program: Community Technology Empowerment Project

Partner Agency: [Brian Coyle Center](#) of Pillsbury United Communities

Location(s): [420 15th Avenue S](#), Minneapolis, MN 55454

Name of Site Supervisor and Title: Abdirahman Muktar, Youth Program Manager

CTEP Program Description:

The AmeriCorps Community Technology Empowerment Project (CTEP) bridges the "digital divide" for new Immigrants and low-income communities in Minneapolis and St. Paul. Join AmeriCorps CTEP and help make the information age accessible to all. CTEP is a project of Saint Paul Neighborhood Network (SPNN).

Site History and Mission

The Brian Coyle Center, a neighborhood center of Pillsbury United Communities (PUC), is located in the Cedar Riverside neighborhood of Minneapolis. PUC is a century old social service provider established to address the root causes of poverty in Minneapolis. PUC's mission is *Creating Choice, Change and Connection*. The Brian Coyle Center is a central hub for Somali and East African refugee community services throughout the Minneapolis-St. Paul Metropolitan Area. Cedar Riverside has a population of 7,545 people, of whom 2,420 live below the federal poverty level. Census data documents that the median household income is just \$14,367 a year and the unemployment rate is 17 percent. Riverside Plaza apartments, across the street from the Brian Coyle Center, provide the highest density of affordable rental housing between Chicago and Los Angeles. Over 4,000 people live in this part of the neighborhood, of which 92% are immigrants and 1,190 are under age 18.

Along with Pillsbury United Communities, other organizations that have their offices in the Brian Coyle Center include the Confederation of Somali Community in Minnesota, Oromo Community of Minnesota, EMERGE Community Development, Cedar Riverside Neighborhood Revitalization Program, the West Bank Community Coalition, Somali Education and Social Advocacy Services, East African Economic Development Center, Haboon Magazine, and Somalia Family Advocacy Group. All are non-profit organizations.

As is the case with other neighborhood centers of PUC, the Brian Coyle Center includes a Community Technology Center used by the community for job search purposes, homework help, computer skill development, and access to the Internet. Activity in the CTC is often linked with other PUC programs, such as adult employment search, housing search, and school success for k-12th graders. The Brian Coyle Center utilizes the CTC to teach immigrants and residents 21st Century technical skills. Brian Coyle Center's CTC is equipped with assistive technology

software and peripherals, making them assessable to users with a wide variety of abilities.

Staff, volunteers and AmeriCorps Members previously assigned to the Coyle Center have taken a leadership role in addressing Digital Divide issues locally. More information about PUC and its neighborhood centers can be found on puc-mn.org.

Preferred Site Schedule for Member

The preferred schedule for the Employment and Education Assistant is Monday through Friday at 10:00 am to 6:00 pm; however the schedule allows for some flexibility based on the needs of the member. The CTC is open Monday through Friday 10:00 am to 7:30 pm, and Saturday 10:00 am to 5:00 pm.

In addition, members attend professional development days with their fellow CTEP members to enhance service-readiness skills, personal attributes at the service site, and citizenship skills. These Corps days take place twice a month on the 1st and 3rd Fridays from 9 AM to 4 PM, and these trainings are mandatory. Members also attend statewide AmeriCorps events, such as the Martin Luther King Day celebration, and/or serve on the statewide InterCorps Council.

Essential Functions:

- Conduct Community Technology Assessments: The AmeriCorps Member uses a survey tool to assess technology levels and learning interests of community members, including youth, job seekers, elders, English language learners, and community workers, of whom 80% are new immigrants, primarily East African refugees.
- Support Volunteer Mobilization Efforts: The AmeriCorps Member will mobilize college students as volunteers to engage community members, specifically youth, in the use of technology.
- Create New or Expanded Technology Literacy Programs: The AmeriCorps Member customizes computer training and offers classes to fit the needs and interests of youth and adults that need to increase their literacy.
- Improve Agency Outreach Efforts: The AmeriCorps Member will assist agency staff and youth participants to create and distribute newsletters and flyers that can be disseminated electronically as well as through door-to-door outreach in the community.
- Train Staff in use of emerging technology tools. The AmeriCorps member will create a training schedule that includes both individual and group education, and a training timeline that gives all staff an opportunity to raise their capacity to a higher level.

Minimal Functions:

- Assist with community building events and incorporate an information technology table at least once per quarter.
- Assist with a volunteer recognition event held once a year.

Required Qualifications:

- At least 17 years old
- U.S. citizenship, naturalization, or permanent residency
- Ability to travel within the Twin Cities

- High school diploma or GED (or progress toward while serving for special circumstances)
- Basic personal computer skills (word processing, internet, email, etc.)
- Experience working with low-income and/or recent immigrant populations, especially in education or mentoring
- Proficiency in lab supervision.
- Proficiency in software trouble shooting.
- Capacity to spend long periods of time at a computer
- Ability to move up to 25 pounds

Preferred Qualifications:

(One or more of the following are desired but not required):

- Post-Secondary Education
- Bilingual in Somali, or other East African language
- Experience in volunteer management
- Advanced technology skills, especially in web design, video production, or computer applications
- Experience in staff training, especially technology

Site Environment:

The Brian Coyle Center is a heavily used building in a culturally and linguistically diverse neighborhood. Multiple programs are offered at this site, including adult education, refugee resettlement services, employment and training, a food shelf, emergency financial assistance, Computer Technology Center, health and wellness support, and a wide range of youth programs for k-12th graders. The Employment and Education Assistant will contribute to positive outcomes for adults and youth as they increase technology literacy that helps them in employment search and school success.

The Brian Coyle Center is fully accessible, near bus lines, and within one block of the Cedar Riverside Light Rail Transit stop.

Service Term:

Full-time: 1700 hours. Start Sept 7, 2010; complete by Aug 31, 2011.

Members Receive:

Full-time: A living allowance (approximately \$450 bi-weekly), an educational award of \$5,350.00 (upon successful completion), health and dental insurance plan including reimbursement of deductible charge, child care (d.o.q) and ongoing training.

How to Apply:

Apply online at <https://recruit.cns.gov/> (be sure to enter 06ACHMN0010008-0 as the "Program Listing ID," or search for the Community Technology Empowerment Project). Contact: Joel Krogstad, joel@technologypower.org, 651.556.1384

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