



2010-2011 CTEP AMERICORPS POSITION DESCRIPTION



Amherst H. Wilder Foundation Mobile Resource Center Program Coordinator

Position: AmeriCorps Member

Program: Community Technology Empowerment Project

Partner Agency: [Amherst H. Wilder Foundation](#)

Location(s): [451 Lexington Parkway N](#), St. Paul, MN (Please note: This position will require travel to up to 12 different supportive housing sites scattered around Saint Paul)

Site Supervisor: Nona Ferguson, Supportive Services Supervisor

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 Amherst H. Wilder Foundation has been a leading social services provider serving the East Metro area for over 100 years. Its primary focus areas are: **Children and Families**, especially low-income and at-risk youth and their families; the **Elderly**, especially low-income seniors living in the community; and **Community Research and Leadership**, focusing on convening the community around critical and emerging issues facing St. Paul's most vulnerable citizens.

Wilder's mission is taken directly from Amherst H. Wilder's will: *"to promote the social welfare of persons resident or located in the Greater Saint Paul metropolitan area by all appropriate means, including: relief of the poor, care of the sick and aged, care and nurture of children, aid of the disadvantaged and otherwise needy...and in general the conservation of human resources by the provision of human services responsive to the welfare needs of the community, all without regard to, or discrimination on account of, nationality, sex, color, religious scruples or prejudices."*

The CTEP AmeriCorps member will work directly with the Mobile Resource Center, an innovative program that focuses on increasing computer and Internet literacy for the low-income and formerly homeless participants of Wilder's programs, to meet the technology needs of our participants.

- The program is centered on a mobile computer-training lab that can be transported to Wilder's programs, and connected wirelessly to existing network infrastructure.
- Trainings are also held at Wilder Center.

The purpose of the program is to:

- Teach basic computer and Internet skills to low-income and formerly homeless participants.
- Increase participants' access to information and technology while encouraging full participation in society.
- Demonstrate to participants how technology can be used to positively influence employability.

The Mobile Resource Center works with participants to provide technology training that is sensitive to their needs, interests and abilities. Specific activities of the Mobile Resource Center include:

Level 1 – Basic Computer Class

- A full Class Series of the Level 1 curriculum consists of five workshops, held once a week for two hours each.
- Workshops cover basic computer instruction such as simple computer navigation, email, Microsoft Word, Windows XP, and accessing the Internet.

Level 2 – Job Search and Resume Writing

- A full Class Series of the Level 2 curriculum consists of five workshops, held once a week for two hours each.
- Workshops cover online job searches and applications, Microsoft Word and Microsoft Excel.
- Each participant works on an individual project outside of class. Options include building a budget using an Excel spreadsheet or developing a professional resume using a Word document.

In all workshops:

- Each participant has the use of their own laptop and spends much of the time in class practicing hands-on activities.
- Manuals are provided to each participant and serve as instructional guides throughout the workshops and as a reference guide outside of the classroom.

For more information, please visit www.wilder.org

Preferred Site Schedule for Member

This position will require work primarily during typical work hours (8:30 AM to 4:30 PM). However, flexibility will be required—including some evenings.

In addition, members attend professional development days with their fellow CTEP AmeriCorps 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:

The CTEP AmeriCorps member will focus on enhancing our capacity to bring technology to an increased number of participants. The support of the CTEP

AmeriCorps member will allow Wilder to enhance the overall organization and coordination of the Mobile Resource Center by:

- Leading and facilitating Mobile Resource Center classes.
- Providing outreach to staff and program participants regarding the benefits of the Mobile Resource Center.
- Creating educational early childhood curriculum for parents in Wilder's housing programs.
- Expanding the Mobile Resource Center trainings for youth and adults in the community.
- Coordinating with staff to secure adequate space for trainings, organize staff schedules, ensure childcare and participant transportation is made available, etc.
- Correcting any problems with technology and equipment that may arise.
- Creating and maintaining community relationships, including St. Paul Public Schools, supportive housing programs, and PC's for People.
- Providing training and orientation to new volunteer trainers, including offering tips for how to work most effectively with participants.
- Following up with participants to track their progress and to learn more about how technology continues to benefit their lives.
- Documenting all activities, refining the methodology for tracking and evaluating the experiences of both participants and volunteers.

The CTEP AmeriCorps member will work with participants of all ages and backgrounds. The Site Supervisor will provide work direction.

Minimal Functions:

Wilder offers many development opportunities for staff, including diversity trainings, workshops about specific cultural groups, and affinity groups, which provide opportunities to grow personally and professionally through leadership, education, networking and support.

Wilder also sponsors public seminars on key community issues, such as homelessness and school success. In addition, it is possible to arrange program visits or informational interviews with a wide range of professionals through Wilder and its partners.

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
- Interest in technology, education and non-profit work
- Capacity to spend long periods of time at a computer
- Ability to move up to 25 pounds
- Able to serve in a full time position

Preferred Qualifications:

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

- Post-Secondary Education, such as Bachelor's degree
- Bilingual in Hmong, Somali, Spanish or other
- Experience in volunteer management
- Advanced technology skills, especially in web design, video production, or computer applications
- Experience in staff training, especially technology
- Volunteer experience and desire to develop a strong ethic of service.
- Ability to work independently and take initiative
- Self-motivated and organized
- Experience working with diverse and low-income populations.
- Able to present oneself in a professional manner and be an ambassador for the program
- Strong knowledge of computer technology

Site Environment:

The position is based at the Wilder Center. Mobile Resource Center trainings are held at Wilder Center and at various community locations in St. Paul.

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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