



MINNESOTA COUNCIL OF CHURCHES  
refugee services

## Volunteer Position Description

612.230.3219 • [rsvolunteers@mnchurches.org](mailto:rsvolunteers@mnchurches.org)

**Position Title:** Basic Computer Skills Instructor

**Position Description:** Basic Computer Skills Instructors assist clients in learning introductory-level computer skills. Instructors take students through a four-week curriculum that covers typing and using Microsoft Word and the internet. The instructor teaches with an interactive typing program, online tutorials and games, and direct instruction. Instructors assist clients with general use of computer programs and first-level technical support.

In order for the computer lab to run efficiently, Basic Computer Skills Instructors are responsible for logging both clients' time and activity in the lab as well as their own time and for ensuring that students who have completed the four weeks of instruction feel confident in their typing and Word skills.

**Training:** Basic Computer Skills Instructors receive a general introduction to the Refugee Services program with the Volunteer Coordinator. They also receive training from the Employment Resource Developer about their responsibilities in the computer lab, recording clients' activities and progress in the Mavis Beacon Teaches Typing program, teaching Word, and running and troubleshooting computer systems and equipment. Instructors are given basic direction in how to teach computer skills in a small group setting.

**Supervision:** Basic Computer Skills Instructors report to the Employment Resource Developer but generally work without direct supervision.

### Primary Duties:

- Welcome and check-in clients to the computer lab
- Maintain simple user files which track clients' activity and skill improvement
- Follow the Basic Computer Skills Curriculum in the Instructor Manual
- Encourage and support clients with the Mavis Beacon Teaches Typing program
- Lead clients through exercises in Microsoft Word and the internet
- Determine whether students have sufficiently learned the information, and if not, enroll them in another four-week session
- Distribute certificates to students who have completed the course
- Perform initial technical troubleshooting of equipment and software (Minnesota Council of Churches Information Systems Administrator will be available to address serious computer problems)
- Report to Refugee Services staff about client activities and progress

**Time Commitment:** Basic Computer Skills Instructors should commit to at least one two-hour shift per week. Basic Computer Skills classes are run on a four-week rotation and take place on Tuesdays and Thursdays from 1 pm to 3 pm.



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**Location:** The computer lab is located at the Refugee Services office at 122 W. Franklin Ave., Minneapolis, MN, 55404.

**Qualifications:**

- Flexibility
- Ability to speak, read, and write fluently in English
- Ability to communicate clearly and respectfully with people who may have limited English language ability
- Ability to lead small groups according to a curriculum but adapting it to the needs of the students
- Promptness and dependability
- Ability to respond to students' needs in a realistic, non-judgmental way
- Cultural sensitivity
- Computer literacy with basic computer software and internet use (familiarity with Mavis Beacon Teaches Typing is appreciated but not necessary)

To apply, please contact the Volunteer Coordinator at [rsvolunteers@mnchurches.org](mailto:rsvolunteers@mnchurches.org) or (612) 230-3219.