

**Title:** Digital Navigator

**Reports to:** The Digital Navigator will report to [supervisor's title].

**Job Overview:** The Digital Navigator provides individualized or small group assistance to [community members, or specify eligible group(s)] who need affordable home internet service, affordable internet-capable devices, and/or coaching in introductory digital skills in order to become effective home internet users and be able to participate online fully. This assistance may be provided in person or by voice telephone, email, text, video chat, and other communication methods that work for the client.

The Digital Navigator's work is part of the [agency name]'s efforts to [insert agency integration] and equitable internet access for [residents of community name, or specify target group(s)].

Digital Navigator is a [full, part time position, embedded, or a volunteer position].

### **Responsibilities and Duties**

- Initiate interactions with clients seeking assistance or identified by [agency name and partners] for assistance.
- Discuss with each client their home internet access or need for home internet access, technology experiences, and their access to and use of devices.
- Assess clients' access to technology, current digital skill level, connectivity needs, and internet use priorities. Set agreed goals for digital navigator services. Confirm the details with the client.
- Advise clients about free or low-cost home internet service options for which they may qualify, assist clients in applying for services they choose, and support their efforts to secure service.
- Provide information to clients about sources of low-cost computers or other internet-connected devices and device repair and maintenance for which they may qualify. Support their efforts to acquire appropriate and maintain devices.

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- Coach clients to use their home internet services in order to meet their internet use priorities and goals. This may include in-person, phone, and online interactions, as well as referrals to sources of additional digital skill training.
- Track each client's progress and types of requests. Maintain accurate and timely records, and report outcomes as required.
- Plan and manage assistance to each client with the goal of fulfilling the agreed goals.
- Other tasks as necessary

### **Critical Skills and Aptitudes**

- Ability to embrace the challenge of learning and teaching basic technological concepts related to internet services, computer and device characteristics, and common online services and applications
- Excellent self-organization, relevant language capacity, and relevant cultural competency
- Excellent telephone and online communication skills, including the ability to establish trust with clients of varied educational and cultural backgrounds
- Ability to demonstrate excellent interpersonal skills, cultural sensitivity and a sense of humor in working with diverse clients, coworkers, and community
- Ability to creatively solve problems, and negotiate and handle stressful situations in a positive manner
- Ability to provide excellent customer service, establish appropriate boundaries with clients, and demonstrate innovation and flexibility
- Ability to speak [languages spoken in target community] preferred

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