



2023-2024 Digital Navigation Program

The Learning Source - Colorado

To apply send your resume and cover letter to luke@thelearningsource.org.

Position Description

Digital Navigator – Digital Navigators help learners secure affordable internet access, low-cost devices, and provide training and information on how to use different forms of technology. These Digital Navigators will be AmeriCorps members helping in Colorado’s mission of digital equity.

Program Name – The Learning Source AmeriCorps Digital Navigators

Site Location – There are openings for Americorps Digital Navigators across the state of Colorado. Some possible sites are:

- Denver
- Lakewood
- Pueblo
- Greeley
- Salida
- Centennial
- Longmont
- Aurora
- Lafayette
- Boulder

Program Overview:

The Learning Source is the oldest and largest adult education agency in the state of Colorado. It promotes and provides educational opportunities through collaborative partnerships for adults and families to support their future achievements. Some of the programs that it operates are involved in family literacy, Adult Basic Education/High school equivalency (GED completion), and English Language Acquisition.

The Digital Navigation program is focused on digital inclusion, which is a foundational social determinant of health, as it is the backbone to all of the others - economic stability, health care and education access, neighborhood and physical environment, and social and community wellbeing. Digital navigators will support our communities by addressing digital inequities through increased service and support, improved home connectivity and device access, and expanded digital skills training.



Digital Navigators will work primarily one on one with community members--in person, by phone and online--depending on the needs of each community member. When community members' needs and goals align, Digital Navigators may also offer small group training. The role of Digital Navigators in their community is to:

- Assess community members' access to internet service and equipment at home, along with their ability to utilize technology to meet their needs and achieve their goals;
- Create digital inclusion goals and work with community members to achieve them;
- And serve people who are members of historically marginalized communities.

Service Position Summary:

The Digital Navigator provides individualized or small group assistance regarding affordable or free connectivity services information, devices, and foundational digital skills. The Digital Navigator educates learners so they can make their own decisions, resolving any emerging problems that they might face with accuracy and efficiency. This assistance is provided primarily in person, but may also include by telephone, email, text, video chat, and other communication methods that work for the learner.

Essential Functions (Primary Responsibilities):

- Initiate interactions with clients seeking assistance or identified by The Learning Source and partner agencies for assistance.
- Discuss with each client their home internet access or need for home internet access, technology experiences and their devices.
- Assess their access to technology, current digital skill level pertaining to what they need to accomplish the plan, connectivity needs, and internet use priorities.
- Set agreed goals for Digital Navigator services. Confirm the details with the client.
- If necessary, advise clients about free or affordable home internet service options for which they may qualify, assist clients to apply for services they choose, and support their efforts to secure service.
- If necessary, advise clients about sources of affordable computers or other internet connected devices for which they may qualify, and support their efforts to acquire appropriate devices and where they can get help for repair.
- Coach clients as necessary to use their home internet services in order to meet their internet use priorities. This may include both in-person, phone, and online interactions, as well as referral to sources of additional digital skill training.
- Track each client's progress and types of requests, keep accurate and timely records, and report outcomes as required.
- Plan and manage assistance to each client with the goal of fulfilling the agreed goals.
- Provide technology assistance and training to host site staff.



- Create resources (videos, handouts, etc.) that can be given to digital learners.
- Self-study and research in the use of technologies as needed.
- Visit other sites (senior centers, libraries, schools, etc.) to perform the above tasks.
- Present services to classes and other institutions.

Desired Qualifications / Skills

- Excellent verbal communication skills.
- Has the ability to understand, communicate with, and effectively interact with people across cultures.
- Excellent interpersonal and customer service skills.
- Strong analytical and problem-solving skills.
- Very comfortable with technology and digital communication tools including text, voice, email, and video conferencing.
- Ability and desire to learn and teach basic technological concepts related to internet services, computer and device characteristics, online services, and applications.
- Is able to build trust with clients.
- Is patient, compassionate, and supportive.
- Is a creative problem solver, and negotiates and handles stressful situations in a positive manner.
- Is service-oriented, conducting itself in an approachable and professional manner.
- Ability to fill out and turn in on-time timecards, surveys, and other documentation.
- Reliable transportation is needed.
- Ability to fluently speak Spanish is highly valued in this position.

Physical, Emotional, and Intellectual Demands:

- Learners can become highly frustrated with technology, and Digital Navigators must be able to deal effectively with this frustration.
- Some learners may require re-learning the same lesson or function of technology again and again. Patience is incredibly important.
- A Digital Navigator must be comfortable researching and quickly learning any technological problem that arises.
- Must be flexible, compassionate, and creative.
- Familiarity with and ability to learn new technologies is essential.

AmeriCorps Required Qualifications:

- At least 17 years old at the start of service.
- Must be a high school graduate, GED recipient, or working toward attaining a high school diploma or GED during the term of service. Members must obtain either a diploma or GED before using an education award.
- Be a citizen, national, or lawful permanent resident of the United States.



- Able to pass a National Service Criminal History Check (state, FBI, and National Sex Offender Public Website checks) per 45 CFR 2540.202

Term of Service / Time Commitment: This is a full time national and community service position requiring, at a minimum, a total of 1,700 hours during the year (approximately 35-40 hours per week). The position begins October 16, 2023 and ends September 15, 2024.

*Work times are usually Monday - Friday 8:30 am - 4 pm. These days and times will be determined in conjunction with the Digital Navigator's host site schedule.
Some evening hours may be necessary.*

Training and Support Provided: Members receive significant training and experience in community engagement, project implementation, leadership, diverse populations, and more. Up to 20% of total hours served may be spent in applicable approved training.

Specific training includes:

- AmeriCorps required training
 - Member Orientation
 - Program Safety Protocols
 - Mandatory Reporting
 - National Service
 - DEI
 - Life After AmeriCorps
- Digital Navigator Training
- Training in Motivational Interviewing and Communication
- Training required by the external host site

Members will be supervised and supported by Luke Hammons, Digital Navigation Program Manager, Luke@thelearningsource.org. The cohort of members serving throughout the region will act as additional resources and support for each other.

Location and Service Conditions: This position is based at a site in Colorado and will involve service at other locations, if applicable.

Benefits:

- A living allowance of approximately \$800 bimonthly, for an approximate total of \$17,600 for the term of service (1,700 total hours). Taxes are deducted and the living allowance is distributed by direct deposit to the member.
- Housing and travel stipend of \$3,000 per year.
- An education award of \$6,895.00 upon successful completion of a full term of service.
- Healthcare coverage



- Opportunities to attend national conferences and trainings
- College study credit for current students with approval
- Access to career pathway programming that The Learning Source offers
- Child Care assistance (must meet qualifications)
- Student loan forbearance
- Non-tangible benefits, including: making a difference in a community, being part of a dedicated service team, extensive training, valuable experience, networking, opportunity to serve the local community in a crucial area of need.
- Alumni benefits include priority hiring with organizations that are part of Employers of National Service and the Public Service Loan Forgiveness Program to eliminate educational debt.

Diversity and Equal Opportunity Statement:

The Learning Source is a non-profit organization founded in 1964 to enable adults the opportunity to pursue educational goals. Volunteer tutors, in locations throughout the Denver metro area, provide instruction in basic literacy, GED, ESOL, and Family Literacy. The Learning Source is dedicated to the principles of equal employment opportunity in any term, condition or privilege of employment. The Learning Source does not discriminate against applicants or employees on the basis of age, race, sex, color, religion, national origin, disability, veteran status, sexual orientation or any other status protected by state or local law.

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