

The Learning Source AmeriCorps Digital Navigators 2024-25 Half- Time Position Description

To apply, complete the form [HERE](#)

Program Overview

The Learning Source, Colorado's oldest and largest adult education agency, offers educational opportunities for adults and families through various programs, including family literacy, Adult Basic Education/High School Equivalency (GED completion), and English Language Acquisition.

The Digital Navigation Program addresses digital inclusion, a critical social determinant of health impacting economic stability, healthcare, education, and community wellbeing. Digital Navigators support community members by improving home connectivity, device access, and digital skills. They work one-on-one and in small groups to assess and enhance individuals' access to technology, create digital inclusion goals, and serve historically marginalized communities. This program aims to bridge the digital divide and empower individuals with essential digital skills.

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.

Site Locations – 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
- Other Site Locations TBD

Service Position Summary:

As a Digital Navigator, you'll be at the forefront of promoting digital inclusion, a cornerstone of social well-being and progress. You'll have the chance to make a real impact by providing personalized support, improving home connectivity, and expanding digital skills training.

In this dynamic role, you'll work closely with community members one-on-one, over the phone, and online to assess their digital needs and goals. You'll be instrumental in creating digital inclusion plans tailored to each individual's aspirations and guiding them to success.

Your responsibilities will include:

- Assessing and enhancing community members' access to internet service and technology
- Collaborating with individuals to set and achieve their digital inclusion goals
- Providing support and guidance to historically marginalized communities

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

Essential Functions (Primary Responsibilities):

Physical Activities:

- Walking: Moving between different facility areas and traveling to community locations for outreach and client visits.
- Sitting: Providing remote support via phone, video, or online chat, and working on a computer for research and data entry.
- Standing: Conducting in-person training sessions and workshops, and participating in community events

Interpersonal and Communication Activities:

- Working with Others: Collaborating with team members, community partners, and stakeholders; building rapport with clients; communicating with diverse individuals.

Support and Training:

- Technical Assistance: Guiding clients in setting up and using devices and online services and troubleshooting technical issues.
- Instruction and Coaching: Delivering digital literacy workshops and one-on-one coaching and creating instructional materials.

Administrative and Logistical Activities:

- Documentation and Reporting: Maintaining accurate records of client interactions and preparing evaluation reports.
- Planning and Organization: Scheduling appointments, organizing resources, and managing training materials.

Environmental and Work Conditions:

- Adaptability: Working in various settings, including offices, community centers, libraries, and clients' homes, and adapting to remote work as needed.
- Flexibility: Responding to community needs proactively.

The role of a Digital Navigator is dynamic and requires a blend of physical activity, technical knowledge, and interpersonal skills to effectively support clients in achieving digital literacy and inclusion.

Desired Qualifications / Skills

- Has the ability to understand, communicate with, and effectively interact with people across cultures.
- Excellent interpersonal and customer service 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.
- Ability to fill out and turn in on-time timecards, surveys, and other documentation.
- Reliable transportation is needed.
- **Proficiency in speaking two languages is highly desirable, but not mandatory.**

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**Term of Service / Time Commitment:** This is a half- time national and community service position requiring, at a minimum, a total of 900 hours during the year (approximately 20 hours per week). The position begins August 26, 2024, and ends between May 25- August 22, 2025 (dependent on service agreement).

*Work times are usually between the days/times of 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 Branzell Porchia, Digital Navigation Program Manager. 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.

**Living Allowance**

- A living allowance of approximately \$520.83 bi-weekly for the pay periods in which they serve and for which they have submitted approved timesheets, up until the member’s exit date or until the maximum gross living allowance of \$12,500 has been paid, whichever comes sooner. Taxes are deducted and the living allowance is distributed by direct deposit to the member.

**Other Benefits:**

- An education award of \$3,697.50 upon successful completion of a full term of service.
- Phone stipend of \$50 per month.
- Opportunities to attend national conferences and trainings
- Access to career pathway programming that The Learning Source offers
- 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.

If you're passionate about technology and making a difference, this is the perfect opportunity for you. Join us in shaping a brighter future where everyone has equal access to digital resources and opportunities. [Apply now](#) and be part of our exciting journey toward digital equity.

**To apply, complete the form [HERE](#) Interested in being a Lead Member or a Half-Time Navigator?  
Check out the complete list of position descriptions [HERE](#).**