



Digital Navigator Position Description

Kerr-Tar Regional Council of Governments (KTCOG) seeks an enthusiastic, people-focused, detail-oriented individual for a grant-funded, full-time, temporary position (one year) as Digital Navigator. This position will offer personalized and small-group support to older adults and other community members seeking affordable home internet services, internet-capable devices, and coaching in basic digital skills. This position will service Person, Granville, Franklin, Vance, Warren, Northampton, Halifax, Edgecombe, Nash, and Wilson counties.

The ideal candidate will independently and collaboratively work with regional community partners as a part of the Area Agency on Aging team. Candidates will demonstrate an understanding of rural communities as well as the challenges and opportunities of the digital world and older adults. Strong attention to detail, working independently and with a team, and building and maintaining solid relationships with local partners are necessary.

Responsibilities

- Receive, return, or initiate contact with clients seeking assistance.
- Discuss with clients their home internet access, or need for home internet access, technology experiences, and any devices used.
- Assess client's access to technology, current digital skill level and internet use priorities.
- Advise clients about free or low-cost home internet service options, assist clients in applying for services as needed, and support their efforts to secure service.
- Inform clients about sources for low-cost computers or other internet-connected devices.
- Provide information to clients regarding device repair and maintenance.
- Coach clients to use home internet services to meet priorities and goals or recommend additional digital skills training sources.
- Track client progress to ensure outcomes meet objectives.
- Collaborate with KTCOG staff to support alignment between current programming, local community, and older adults.
- Collaborate and develop partnerships with a variety of groups, including nonprofits, businesses, and public organizations.
- Facilitate digital connection and learning opportunities that are person-centered, accessible and adaptable as Best Practices.
- Additional duties to support the Area Agency on Aging as needed.

Skills and Experience

- Ability to ascertain digital literacy needs and solutions for a variety of communities and older adults.
- Ability to teach basic technological concepts related to internet services, computer and device capabilities, and applications.
- Effective written and verbal communication skills to interact with a variety of various audiences of varying technology skills.
- Ability to organize and carry out program requirements independently and with minimal supervision.
- Ability to multitask, set priorities, and manage time effectively.
- Excellent customer service skills that demonstrate cultural competency and flexibility.

The6010 Digital Navigator is a contract position and is funded at \$42,000 for the year. For more information, please contact to Alan Winstead, Kerr-Tar Regional Council of Governments, at info@kerrtarcog.org.

Complete job description and requirements are available on our website at kerrtarcog.org.

Kerr-Tar Regional Council of Governments is proud to be an Equal Opportunity Employer. The Council does not discriminate on the basis of race, religion, color, sex, gender, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status, or any other basis covered by appropriate law. All employment is decided on the basis of qualifications, merit, and organizational need.

Position is open until filled; initial review of applications will begin August 20, 2024.