

**Title:** Digital Navigator  
**Type of Position:** 1 Year – Grant Funded  
**Department:** Area Agency on Aging  
**Revised:** June 2024



**General Statement of Duties:**

The Digital Navigator offers personalized and small-group support to older adults and other community members seeking affordable home internet services, internet-capable devices, or coaching in basic digital skills. The position aims to empower individuals to use the internet effectively and participate fully online. The position works closely with regional community partners, under the general supervision of the Area Agency on Aging Director.

The Digital Navigator serves an eleven-county area, covering the High Country and Western Piedmont regions of North Carolina. This position is a time limited position that is scheduled to last a minimum of 1 year depending on available funds. Full time salary range is expected to be \$44,000 depending on experience. Comprehensive benefits package includes health insurance, participation in the Local Government Employees Retirement System pension plan, matching 401k, vision and dental coverage, paid time off, sick leave and more.

**Essential Duties and Responsibilities:**

- Initiate service for clients seeking assistance and work with referral sources to expand Digital Navigator services.
- Discuss with clients 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.
- 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 regarding device repair and maintenance.
- Inform clients about sources of low-cost computers or other internet-connected devices for which they qualify.
- Coach clients to use their home internet services 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 skills training.
- Log each client request and track client progress, which includes maintaining accurate and timely records and reporting outcomes as required.
- Collaborate with partner agency staff who work with digital skills programming to support alignment between current programming and the needs and goals of the local community.
- Collaborate and develops partnerships with a variety of groups such as not-for and for-profit agencies, government entities, and faith-based organizations
- Solicit program input and feedback from a variety of sources including program recipients
- Assist and contribute to the additional needs of the Area Agency on Aging as needed and as they develop.
- Frequent travel within an eleven-county region and occasionally outside the region as required.

**Knowledge, Skills, and Abilities:**

- Knowledge and ability to learn about digital literacy needs, barriers, and goals across a spectrum of aging adults.
- Ability to organize and carry out program requirements independently and with minimal supervision
- Ability to develop and maintain effective working relationships with a wide variety of individuals, groups, and organizations
- Possesses effective written and verbal communication skills
- Positive communication for leading group lessons and individual coaching.
- Ability to design, prepare, and write varied reports and documents
- Ability to multitask, set priorities, and manage time effectively

**Physical Requirements:**

- Must be able to physically perform the basic operational skills of talking, hearing, and repetitive motions.

- Must be able to perform sedentary work exerting up to 10 pounds of force occasionally, and/or a negligible amount of force frequently or constantly, and lift, carry, push, pull or otherwise move objects.
- Must possess visual acuity to prepare data and statistics, to read extensively, and to operate a computer.

**Special Requirements:**

- Must possess a valid North Carolina driver's license.
- Must be able to frequently travel within an eleven-county region and occasionally outside the region as required.
- Must possess a cell phone to communicate with stakeholders.
- This is a hybrid position. Work for this role will be completed via a combination of in-office hours, direct service throughout the region, and a portion through allowable telework.

**Education and Experience:**

- Four year degree from an accredited college or university in a human service or health related field, or considerable experience in a related field, or the equivalent combination of education and experience.

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