

CHN Housing Partners

Digital Inclusion Coordinator

REPORTS TO: Assistant Director of Community Resources

POSITION SUMMARY:

CHN's Community Resource Center serves over 30,000 households each year with housing counseling, education, and utility assistance resources.

The Digital Inclusion Coordinator will lead CHN's efforts in the new Cleveland Connects+ digital inclusion initiative, which will broadly include:

- Free library internet hotspot lending programs
- Access to low-cost computers with tech support and repair services
- Education, advocacy, and awareness to support area residents to engage with technology

This position's primary role is to connect CHN's clients with the Cleveland Connects+ program through ongoing community outreach and education. Candidate will feel comfortable working in Cleveland's neighborhoods, directly with consumers, and has had experience with hands-on group education and instruction. Must have a good working knowledge of everyday technology and the ability to learn and create a mastery curriculum with program-specific software (including online portals, training and assessment software).

As this is a new position, there will be a need for a good amount of creativity, flexibility, and adaptability to change.

RESPONSIBILITIES:

Provide advocacy and awareness support by:

- Creating program visibility within the communities we serve through engagement and outreach; regular attendance at community meetings;
- Maintaining knowledge of current policy as it relates to access to technology (and other resources); ability to advocate for the rights of CHN clients;
- Developing marketing and awareness strategies with Assistant Director of Community Resources and Strategic Communications Manager.

Provide hands-on group education in a computer lab setting. Will deliver curriculum designed by partner organizations for the Cleveland Connects+ program, as well as curriculum developed by CHN, tailored to our specific client population. Curriculum will include:

- Proficiency with everyday technology, including Microsoft Office, smartphones, in-home entertainment options, using the internet, online communication, etc.;
- Technology as it relates to workforce development and education, including searching and applying for employment/educational opportunities, workplace/school technology etiquette, mastering common workplace software/databases, etc.
- Technology as it relates to financial and economic empowerment, including online banking, online bill pay, etc.

Establish and maintain good working partnerships internally and with local partners to:

- Ensure messaging as it relates to Cleveland Connects+ is consistent across agencies;
- Stay up-to-date on related initiatives, programs, or resources available to the clients served through Cleveland Connects+;
- Identify opportunities for CHN and/or its clients to increase impact and production.

Become well-versed in all of CHN's programs to identify clients that may be eligible for other CHN resources. Help coordinate with front-line staff so that program intake is coordinated and CHN is able to track client impact across programs.

As this is a new position within the organization, there may be other responsibilities assigned based on the needs of our clients and/or the growth of the initiative.

Qualifications:

- Experience with hands-on group instruction, teaching, and/or coaching clientele with diverse backgrounds, skill levels and experience. BA/BS preferred.
- Good interpersonal communication skills and excellent customer service orientation. Comfortability speaking in front of larger groups. Solid written skills. Comfortability working and communicating with persons from diverse backgrounds and flexibility to create accommodations for persons with special needs.

- Understanding of the importance of accessibility and need throughout the region, especially as it relates to access to high-speed internet and resources.
- Ability to troubleshoot, diagnose, and resolve technical issues.
- Comfortable with a wide variety of technology, including presentation set-ups, computer software, internet options, and smartphones. Ability to learn and use multiple databases and CRMs, including Salesforce. Working knowledge of Salesforce a plus.
- Proficiency in Spanish a plus.

If you are interested and meet the outlined qualifications, you can apply for this position by emailing your resume and cover letter to SDurda@chnhousingpartners.org or via the following link <https://chnhousingpartners.org/employment-application/> .

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