



#### Administration

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**Title:** Digital Navigator

**Reports to:** The RCP Digital Navigator will report to the Resident Capacity Program Manager.

**Unit:** Exempt

**Department:** Administration/Public Affairs

**Grade:** 6

**Salary Range:** Starting Salary \$52,000

**Posting Date:**

**Application Procedure:** Please submit a cover letter and resume detailing your qualification. No phone calls or letters. Send your information to [jobs@bostonhousing.org](mailto:jobs@bostonhousing.org). Please be sure to identify the position you are applying for.

#### General Description

##### **ABOUT US:**

Boston Housing Authority (BHA) provides quality affordable housing for low-income families and individuals through the public housing and Section 8 rental assistance programs. BHA serves more than 58,000 of Boston's most vulnerable residents including elderly, disabled, children and low-income families from a broad range of backgrounds and experiences. We foster vital communities that are essential to the city of Boston's economic diversity and way of life. As the largest housing provider in Boston, we bring stability, opportunity, and peace of mind not only to the thousands of low-income families we support, but also to the city as a whole.

##### **BHA Benefits:**

BHA's generous benefits package includes 13 paid Holidays, 3 Personal Days, 2 week vacation, 3 weeks of paid sick leave, membership in the Teamster union, participation in the City's Pension plan and healthcare through the Commonwealth, and much more.

## **ABOUT THE JOB:**

Under the Administration/Public Affairs Department, the Digital Navigator provides individualized or small group assistance to BHA public housing and Section 8 residents who need affordable home internet service, affordable internet-capable devices, and/or coaching in introductory digital skills to become effective home internet users. This assistance is provided primarily by voice telephone but may also include in person one-on-one office hours, email, text, video chat, and other communication methods that work for the learner.

The Digital Navigator's work is part of the Boston Housing Authority's efforts to increase digital equity and digital capacity for BHA residents.

Digital Navigator is a full-time position.

### **Responsibilities and Duties**

- Receive, return, or initiate telephone contact with clients seeking assistance or identified by BHA 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 to meet their internet use priorities. This may include both in person, phone, and online interactions, as well as referral to source of additional digital literacy 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
- Other tasks as necessary.

### **Critical Skills and Aptitudes**

- Ability to embrace the challenge of learning and teaching basic technological concepts related to internet services, computer, and device characteristics, and common online services and applications.
- Excellent self-organization, language capacity, and cultural competency.

- Excellent telephone and online communication skills, including the ability to establish trust with clients of varied educational and cultural backgrounds.
- Ability to demonstrate positive attitude, excellent interpersonal skills, cultural sensitivity and a sense of humor in working with diverse customers, coworkers, and community.
- Ability to creatively solve problems, and negotiate and handle stressful situations in a positive manner.
- Ability to provide excellent customer service, establish appropriate boundaries with clients, and to demonstrate innovation and flexibility.

*Digital Navigator Framework provided by National Digital Inclusion Alliance*

**Minimum Qualifications & Experience:**

Candidates must have a commitment to multi-cultural empowerment along with the ability to have sensitivity to issues affecting public housing and Section 8 residents is a must. Experience in promoting digital equity is a plus. Candidates must have excellent communication and writing skills. Willingness to learn and to work as a team, and the ability to be organized, punctual, and self-motivated are required. Candidates must be, able to walk up at least two flights of stairs, and must be willing to travel between developments and communities where public housing and Section 8 residents reside. Must have the ability to build relationships between tenants and the BHA. Must be proficient in Microsoft Office. Bilingual skills are a plus. Bachelor's Degree preferred. Current public housing or Section 8 resident preferred.

An equal opportunity employer.

**A home for every story**