

**Title:** Digital Navigator

**Reports to:** The digital navigator will report to [supervisor's title].

**Job Overview:** The digital navigator is a trusted guide who assists community members with ongoing, individualized support for accessing affordable and appropriate connectivity, devices, and digital skills. The digital navigator provides individualized or small group assistance to [community members or specified eligible group(s)] who need affordable home internet service, affordable internet-capable devices, and/or coaching in introductory digital skills in order to become effective home internet users and be able to participate online fully. This assistance may be provided in person [at service location(s) or in client homes] or by voice telephone, email, text, video chat, and other communication methods that work for the client.

The digital navigator's work is part of the [agency name]'s efforts to [insert agency integration] and equitable internet access for [residents of community name, or specify target group(s)].

Digital navigator is a [full, part time position, embedded, or a volunteer position].

### **Responsibilities and Duties**

- Initiate interactions with clients seeking assistance or identified by [agency name and partners] for assistance.
- Discuss with each client 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. Set agreed goals for digital navigator services. Confirm the details with the client.
- 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 about sources of low-cost computers or other internet-connected devices and device repair and maintenance

for which they may qualify. Support their efforts to acquire appropriate and maintain devices.

- Coach clients to use their home internet services in order 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 skill training.
- Track each client's progress and types of requests. Maintain accurate and timely records and report outcomes as required.
- Plan and manage assistance to each client with the goal of fulfilling the agreed goals.
- Contribute to marketing and outreach for the digital navigator program.
- Provide occasional presentations about the digital navigator program to potential partners, potential clients, and program stakeholders.
- [If digital navigators are expected to travel to meet clients, include details about expectations for reliable transportation, drivers license, and travel.]
- Other tasks as necessary

### **Critical Skills and Aptitudes**

- **Curiosity:** You are not expected to be a technical expert, but you are expected to be interested in learning along with your clients and competent in finding relevant resources. You embrace the challenge of learning and teaching basic technological concepts.
- **Excellent Customer Service:** You provide excellent customer service, and demonstrate innovation and flexibility when meeting the needs of clients.
- **Innovative and Resourceful:** You are able to creatively solve problems and negotiate and handle stressful situations in a positive manner.
- **Active Listening:** You can reflect back what clients say so they know you understand them. You can establish a relationship of trust and respect.
- **Emotional Intelligence:** You have high levels of self-awareness and compassion toward others. You demonstrate excellent interpersonal skills and a sense of humor in working with diverse clients, coworkers, and community members.

*Digital Navigator Template: [digitalinclusion.org/dn](https://digitalinclusion.org/dn)*

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- **Organization:** You are able to prioritize work, schedule client meetings, and provide notes and data on your work.
- **Cultural Competence:** You are able to work with diverse clients and are culturally responsive to people from different racial, socio-economic, and ethnic communities. You have lived or work experience with [target population].
- **Strong Boundaries:** The work of digital inclusion is never complete. You are able to look after yourself by having limits when working with clients and communicate about boundaries with your supervisor.
- **Communication:** You can be clear about the limits of the service you are providing and are able to explain what kind of help you are reasonably able to give. You are able to teach digital skills and guide clients through steps needed to access resources.
- **Language Skills:** You are proficient in [languages spoken in target community].

### **Compensation & Benefits**

Digital navigators will be compensated [\$/hr at or above the [living wage](#) for their residence and service regions].

Benefits include [...]

[If digital navigators are expected to travel to meet clients, include details about mileage reimbursement, etc.]