



Job Description

Digital Navigator

Position Summary:

The **Digital Navigator** is responsible for outreach and training in support of the Digital Backpack program, in conjunction with Ramsey County Workforce Solutions and St. Paul Public Libraries. In addition to Digital Navigation, this position is responsible for community outreach to Black, ELL, and other dislocated workers to share digital literacy learning opportunities.

Work environment will be at a home office, as well as at St. Paul Public Libraries and other gathering places relevant to the communities served, should conditions permit. Time spent on the computer in this position is approximately 75%. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This position reports to the Training Director.

Outreach – 10%

- Work with the library system to connect with Digital Backpack recipients, telling them about the Digital Backpack program through phone calls, emails, in person and fliers.
- May work in conjunction with SPPL to develop fliers

Mentoring/Navigating – 40%

- Schedule and provide training to Digital Backpack recipients on how to operate the device included in the Digital Backpack. As appropriate, schedule and provide training on using Zoom for digital literacy, high school diploma and ELL instruction.
- Assist in developing protocols for how the Navigator is connected to backpack recipient program
- Help set initial educational or career goals with recipient; provide resources for educational and career resources to meet those goals.
- Assist with Northstar Digital Literacy instruction if needed. Proctor Northstar assessments on Basic Computer, Internet Basics, Email and Career Search, and work with recipient to complete appropriate modules and pass assessments. Assist learner in signing up for remote class instruction, if of interest.
- Refer recipient to Ramsey County CareerForce for job search services, when digital literacy assessments are passed.
- Make connections with community- and faith-based groups; share information through formal and informal presentations about digital literacy learning opportunities with Northstar.
- Participate as member of digital literacy team, attend team and staff meetings, etc.

Outreach – 25%

- Make connections with community and faith based groups who represent target populations
- Work with said groups to give presentations on the importance of digital literacy skills, and how to sign up with Northstar
- Presentations may be formal or informal, remote or in person (if allowed)

Required Qualifications:

- One year experience in navigation and/or mentoring of adults.
- Ability to work evenings or weekends, depending on program recipients' schedules.
- Education or experience in psychology, teaching, tutoring, or social work strongly desired.
- Access to reliable computer and internet at virtual office (reimbursement provided).
- Ability to travel to a variety of locations throughout St. Paul.

Preferred Qualifications:

- Connections or relationships with BIPOC communities.
- Demonstrated commitment to public service.
- Ability to work well independently.
- Experience working with diverse groups of people.
- Excellent listening and oral communication skills.
- Excellent organizational and scheduling skills.
- Previous teaching experience.
- Computer proficiency, including experience with MS Office programs, email and internet.