



SOUTHWESTERN COMMISSION COUNCIL OF GOVERNMENTS

Digital Navigator

The Digital Navigator is a grant-funded, full-time, temporary one-year position that 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.

Department	Area Agency on Aging
Reports to	Sarajane Melton, Sarajane@regiona.org

Description

Ideal candidates must be collaborative team members who can work independently. Candidates should demonstrate a passion for improving the quality of life of the citizens living and working within the Southwestern Commission region, which includes Cherokee, Clay, Eastern Band of Cherokee Indians, Graham, Haywood, Jackson, Macon, and Swain Counties, as well as the municipalities therein.

Additionally, candidates will demonstrate an understanding of rural communities and the challenges and opportunities of the digital world and older adults. Strong attention to detail, working independently and with a team, and building and maintaining solid relationships with local partners are necessary to ensure the long-term success of the Southwestern Commission and the Area Agency on Aging.

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 and referrals to additional digital skills training sources.
- 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 develop 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.

Desired Knowledge, Skills, and Abilities:

- Knowledge of 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
- Ability to design, prepare, and write varied reports and documents
- Ability to multitask, set priorities, and manage time effectively

Education and Experience:

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

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, read extensively, and operate a computer.

Special Requirements:

- Must possess a valid North Carolina driver's license.
- Must be able to frequently travel within a seven-county region and occasionally outside the region as required.
- Must possess a cell phone to communicate with stakeholders.

About Us

Founded in 1965, the Southwestern Commission is a regional Council of Government serving the seven westernmost counties of North Carolina, the 17 municipalities, and the Eastern Band of Cherokee Indians. Our mission is to improve the quality of life in our service area by assisting local governments in reaching their goals, which is accomplished through the work of our four departments: Area Agency on Aging, Community and Economic Development, Mountain West Partnership, and Workforce Development.

Meet The Team

The Southwestern Commission team comprises over 25 dedicated professionals committed to meeting the region's needs and finding innovative and efficient ways to assist our partners. Team members support each other and prioritize a positive culture

and work environment. Our commitment to serving the citizens of our region makes the Southwestern Commission a great place to work!

Compensation

Full-time salary range depending on experience. The comprehensive benefits package includes health insurance, participation in the Local Government Employees Retirement System pension plan, vision and dental coverage, paid time off, sick leave, and more

Apply

The Digital Navigator position will remain open until filled. A state of North Carolina application must be completed and can be obtained via [this link](#). Send a completed application, a cover letter, and a resume to Sarajane Melton at Sarajane@regiona.org or mail to 125 Bonnie Lane, Sylva, NC, 28779.

The Southwestern Commission Area Agency on Aging is a Southwestern Commission Council of Governments (SWCOG) department. SWCOG is an equal opportunity employer