

Digital Inclusion Fellow

40 hours a week

\$45,000 year

Fixed term contract July 2016 through June 2017 with possible continuation subject to funding
Health Benefits, Paid Holidays, Vacation/Sick Leave

The Digital Inclusion Fellowship is a one-year program that recruits emerging leaders from digitally divided communities to work towards increasing digital literacy and broadband adoption in their cities. This group of leaders is trained on best practices of digital inclusion work and community mobilization. Fellows participate as a cohort nationally in training, attend local and national events, and serve as advocates for digital inclusion. Online participation with the Fellowship cohort for regular group communication is required, as well as some travel for training and professional development opportunities. Each Fellow works with a local City Host organization to address local barriers to digital inclusion. This fellowship position is with Community Technology Network (ctnbayarea.org) in San Francisco, California. Fellow will work throughout the community, with the CTN office as home base.

The Digital Inclusion Fellow will report to the Operations Director.

DUTIES & RESPONSIBILITIES

The CTN Digital Inclusion Fellow will be responsible for enhancing existing digital literacy programming while building and expanding the capacity of community partners to deliver adult digital literacy programming. This effort may involve: identifying and developing partnerships with local community based organizations; developing, organizing, adapting, and sharing curriculum that meets a variety of community needs; developing strategies to close gaps in digital literacy service networks; create, cultivate and organize referral networks; engaging and cooperating with existing volunteer programs; developing and leading training for volunteer tutors and digital literacy instructors; developing and deploying outreach strategies to recruit participants; providing digital literacy training and tutoring to adults; working with partners to coordinate and leverage resources; as well as performing additional duties as identified by NTEN and CTN. Responsibilities Include:

Project Management

- Generate detailed project plan and timeline in coordination with CTN supervisor
- Determine resources (human, financial, etc.) necessary to implement project
- Ensure project is being implemented on time and within budget
- Report on project deliverables and indicators to NTEN
- Lead integration of digital inclusion work with other City Host programs

External Relations/Partnership Building

- Contribute to coordinating local digital inclusion efforts by engaging in community outreach, working with community leaders, and cultivating relationships with local digital inclusion actors
- Serve as a compelling spokesperson for digital inclusion as a means to social justice
- Represent CTN at community events and meetings, building partnerships where appropriate
- Share success stories through blog posts, speaking engagements, and/or webinars

Training

- Develop and deliver digital literacy training to adult learners
- Develop and deliver training for volunteer instructors

SKILLS AND EXPERIENCE

The Digital Literacy Program Manager will be energetic and enthusiastic about providing quality digital literacy training to our learners and support to our volunteers. We are looking for a personable, hard-working team player who is open to learning new things, able to work on their own initiative, and enjoys working in a fast-paced work environment. The ideal candidate should be passionate about digital literacy and public access to technology.

PREFERRED QUALIFICATIONS

- 5-7 years of relevant professional experience
- An understanding of the local nonprofit landscape and community leaders
- Experience working with adult learners
- Demonstrated commitment to and service with your community required
- Experience working with a distributed/virtual team
- Excellent organizational skills and good attention to detail
- Cultural competency and experience in traditionally digitally divided communities
- Great communication and presentation skills
- Self-motivated, creative, responsible
- Proficient with office technologies including word processing and presentation software and cloud services for email and document management
- Bilingual Spanish/English
- Experience recruiting and managing long-term volunteers
- Experience teaching or tutoring adults
- Basic understanding of data collection and analysis
- Experience with Salesforce or similar CRM

IDEAL APPLICANT WILL POSSESS

- A community service track record and commitment to volunteerism
- Strong interest in CTN's mission
- Computer and Internet proficiency, and a willingness to learn new technology tools
- Experience using cloud-based technology, such as Salesforce CRM, Google Drive, and Dropbox
- Excellent written and oral communication skills
- Excellent organizational skills and attention to detail
- Enthusiastic and positive attitude
- Ability to manage multiple priorities and be calm under pressure
- Ability to work well independently and as part of a team
- Ability to work with people from diverse backgrounds
- Ability to solve problems and think strategically
- Willingness to work occasional evening and weekend hours
- Reliability and willingness to be flexible
- Bilingual in Spanish/English
- Experience of working with seniors and adults with disabilities

HOW TO APPLY

Please email a cover letter, resume, and two references in the body of your email (no attachments) to FellowApps@nten.org with "CTN FELLOW APPLICATION" in the Subject line. No telephone inquiries please. Your cover letter should address: 1. your specific interest in the Digital Inclusion Fellowship, 2. your specific interest in working for CTN, and 3. your experience working directly with local communities. Applications will close on May 13th. Applications will be reviewed and interviews scheduled as they are submitted, even before the 13th. You may apply for multiple Fellow positions. The full list of job postings is available on the nten.org website.