IRONBOUND COMMUNITY CORPORATION
Job Description Form

Program Name: Financial Opportunity Center
Job Location: 317 Elm Street Newark New Jersey 07105
Job Title: Financial Opportunity Center Digital Navigator
Reports to: Vicky Hernandez Title: Executive Director

Hours: ☒ Exempt ☐ Nonexempt
FLSA Status
Type of position:
☒ Full-time ☐ Consultant/Contractor
☐ Part-time ☐ Intern

Other comments:

JOB DUTIES

The Ironbound Community Corporation (ICC) is a 50-year nonprofit organization whose mission is to engage and empower individuals, families and groups in realizing their aspirations and, together, work to create a just, vibrant and sustainable community. ICC strives to address the needs of our diverse, multi-lingual, multi-cultural community. Today, ICC serves more than 1,000 children and families every day with a wide range of programs and services. ICC also strengthens communities through advocacy, neighborhood organizing, and community development initiatives.

Financial Opportunity Centers provide integrated services that focus on improving the financial situation for low-to-moderate income families by helping people boost earnings, reduce expenses, and make appropriate financial decisions that lead to asset building. The centers provide individuals and families with services across three critical and interconnected areas - employment placement, job retention and skill improvement, financial coaching and counseling; and access to income supports/public benefits.

The digital literacy navigator will work with our community members on topics such as computer basics, virtual learning/training, Google classroom, virtual tax preparation, online banking, small business online presence, smartphone capabilities, internet basics, online safety, key digital literacy terms, troubleshooting support, digital skills and the job-search process, translate digital literacy skills to the workplace, using digital skills to achieve financial coaching goals, and using digital skills to access benefits and services. The digital literacy coach will also provide troubleshooting support and assistance with access to technology. The goal will be to ensure the community we serve is equipped with the tools and resources needed to succeed and be better positioned to navigate the virtual work.

We integrate digital literacy coaching and workshops into all of the programs mentioned above. School-aged children will be well equipped with the tools needed to excel. Adults we serve will gain improved digital skills and confidence and be better positioned to navigate the digital world; enabling parents to be prepared with the knowledge, tools, and resources needed to successfully assist their children with navigating virtual learning environments, completing online courses, and ensuring they are safely using technology. Educating our community on the importance of using computers, navigating the internet,
and having access to broadband internet are essential to success. Digital literacy is one of the most important lifelong learning tools we can provide our community members.

**ROLES AND RESPONSIBILITIES**

- Work closely with our employment coach, financial coach, and other financial opportunity center team
- Provide digital literacy instruction to community members, program participants, and staff within the organization’s different programs
- Provide group workshops to community members, program participants, and staff within the organization’s different programs
- Collaborate with program management and staff to integrate digital literacy coaching and workshops into programming
- Educate our community and staff on the importance of using computers, navigating the internet, and having access to broadband internet
- Developing and maintaining a technology lending library and resource rooms on site
- Developing and managing FOC digital outreach content such as social media campaigns, text message blast, email blast and more
- Attending all trainings and team meetings
- Reseurching community technology resources
- Provide 1:1 coaching to community members, staff, and other program participants
- Provide support to community members, staff, and other program participants with basic troubleshooting
- Promote the effective use of digital communications such as e-mail, social media, web sites, mobile banking, etc.
- Responsible for required record keeping and preparation of reports and documents, and implementing other digital literacy activities when needed

**JOB SPECIFICATIONS OR QUALIFICATIONS, SPECIAL WORKING CONDITIONS**

- Desire and ability to work with a diverse group of people
- Personal experience living in and/or working in a community like Newark
- Problem solving, skill sharing, transparency, inclusivity, and vision
- Commitment to supporting community
- Ability to work independently and in a team environment
- Excellent computer skills
- Good written and oral communication skills
- Ability to work a flexible schedule (some night and weekends may be required)

**ICC is an Equal Opportunity Employer** and is committed to further building and maintaining a staff that reflects the full range and diversity of our community. We are looking for a diverse applicant pool and strongly encourage women of color, persons with disabilities, immigrants, members of the LGBTQ community, and people from low-income and working class backgrounds to apply.

If interested, please send a resume and cover letter to FOCHiring@ironboundcc.org with the subject line “FOC Digital Navigator”