



Job Description

Position:	Digital Equity Specialist
Reports to:	Manager of Wraparound Support Services
Status:	Exempt
Hours:	Full-Time / Maximum of 40 hours per week
Hours of Operations:	Mon-Fri 8am-5pm

Organizational Description. North Lawndale Employment Network is a comprehensive workforce development agency on Chicago's West Side dedicated to advancing the economic outcomes of the community's residents through innovative employment initiatives, including our social enterprises. In August 2021, North Lawndale Employment Network transitioned to a new campus which features a premier community café for residents and stakeholders.

Our Mission. To improve the earning potential of the North Lawndale community through innovative employment initiatives that lead to economic advancement and an improved quality of life for residents.

Opportunity. We are seeking a Digital Equity Specialist to teach clients digital literacy, and information skills, covering access and critical thinking skills, library and media use, and computer applications (e.g., Microsoft Office). Responsibilities include integrating diverse technologies in instruction, offering direct tech support, and fostering digital learning. The role also requires designing innovative training programs, evaluating clients, and managing online and in-person activities, including course feedback and improvement suggestions. Additionally, the role involves building community partnerships, collaborating with internal teams, organizing workshops, maintaining tech equipment, documenting participant progress, and attending relevant training.

Key Responsibilities:

- Teach clients research and information literacy skills (access skills; literature appreciation; library skills; media production use; critical thinking and problem-solving skills pertinent to the digital literacy curriculum)
- Teach, model, and support integrated lessons in the classroom by providing direct instruction to students in the use of computer applications (Microsoft Suite to include: PowerPoint, Word, and Excel); and new and emerging technologies
- Incorporate a variety of technologies into instruction including technologies used in work settings such as: photocopiers, scanners, and fax machines; and technologies used for personal settings such as: iPads, cell phone/telephone applications (ex. voicemail, texting, camera, and videos), and digital/video cameras
- Provide leadership, support, and training for digital learning and technology integration.
- Research, explore and create innovative digital literacy training, develop program topics based upon client needs; and develop scalable strategies that build a talent pool for immediate hire
- Develop, grade, administer and facilitate quizzes or other tools used to evaluate participants' progress

- Provide an evaluation of clients' performance to encourage course completion and stackable credential options
- Manage online/onsite/dual modality training activities by enforcing standards, rules and regulations
- Provide feedback and make recommendations on course progress, suggested improvements or problems that may impact program quality of suitability
- Build and foster client, community, volunteer and partner engagement relationships that demonstrate reciprocal wins
- Work collaboratively with IT partners, staff and community to build meaningful relationships to benefit students
- Plan and evaluate performance weekly, monthly, quarterly and annually based on Key Performance Indicators (KPIs)
- Partner with internal stakeholders, such as outreach, marketing/communications, development, workforce and business solutions to ensure alignment; management of marketing and promotions for digital literacy programs and initiatives
- Coordinate and schedule annual digital literacy and web-based workshops
- Efficiently document the process and outcomes of service delivery for all assigned participants, utilizing our client management system, Salesforce
- Set up computer labs with laptops, iPads, and mobile devices as needed; and maintain all IT equipment/tools used in the delivery of classes
- Attend required trainings and meetings
- Other duties as assigned

Qualifications:

- Bachelor's degree from a 4-year college or university in related field preferred with 3 year's work experience
- Student-centered approaches to instruction with an ability to maintain cohesive, multi-level diverse group
- Previous digital literacy training and development, case management and/or coaching preferred in a nonprofit sector
- Must be able to travel to conduct events in various locations within community and designated surrounding areas
- General knowledge and understanding of the needs of a low-income working population
- Experience working with clients with barriers to employment
- Familiarity with non-profit or social service organizations a plus
- Professionalism and dependability
- Excellent organizational skills
- Flexible schedule and commitment to work two evenings monthly and two Saturdays monthly
- Car and valid Illinois driver's license and insurance required

NLEN Core Values

Neighborhood-focused employment initiatives are fundamental.

Successful programs are neighborhood-focused and community-driven so they meet the specific needs of individuals.

Quality of work matters.

People who work hard should not be poor. A full-time job must meet basic needs and offer conditions for engagement, advancement, and respect.

Economic mobility is essential to reducing poverty.

Family supporting wages and financial literacy are core to addressing economic insecurity, which disproportionately affects African American, Latino, and other families of color. Economic insecurity is not only impacting the poor; it has grown to threaten the middle class. Self-employment and entrepreneurship are critically important economic mobility strategies to generate income and boost household finances.

We must address the racial wealth gap and social inequality.

The United States' history of racially charged public policy has created the modern racial wealth divide not just through the legacy of slavery and Jim Crow, but through the more recent race-based discrimination in hiring, housing subsidies, tax subsidies, and veteran benefits as well as other implicitly and explicitly racist public policies.

Everyone deserves human dignity and empowerment.

To uphold this belief, we do all of our work in a manner that values human dignity and eliminates shame, humiliation, and stigma by building on the strengths that help our participants and community survive loss and trauma and rebalance the power dynamic between participants and authority figures.

DISCLAIMER & ACKNOWLEDGEMENT

THIS IS NOT A CONTRACT OF EMPLOYMENT AND DOES NOT CHANGE YOUR STATUS AS AN AT-WILL EMPLOYEE (*i.e.*, EITHER YOU OR THE NORTH LAWNSDALE EMPLOYMENT NETWORK MAY TERMINATE YOUR EMPLOYMENT AT-WILL, AT ANY TIME, FOR ANY REASON, WITH OR WITHOUT PRIOR NOTICE).

NLEN MAY AMEND, CHANGE, OR OTHERWISE DEVIATE FROM THIS JOB DESCRIPTION IN NLEN'S SOLE DISCRETION TO ADDRESS EMPLOYMENT SITUATIONS AS UNIQUE AS THE INDIVIDUALS THEY INVOLVE. NO CONTRARY STATEMENT OR DOCUMENT BY ANY NLEN EMPLOYEE, MANAGER, SUPERVISOR, OR AGENT SHALL HAVE ANY FORCE OR EFFECT UNLESS IT IS IN WRITING, STATES THAT IT IS A "CONTRACT OF EMPLOYMENT," AND IS SIGNED BY A DULY APPOINTED OFFICER OF THE NORTH LAWNSDALE EMPLOYMENT NETWORK (NLEN).

I acknowledge receipt of this job description and disclaimer, and have read and understand the contents therein.

Employee Signature

Date

Supervisor's Signature

Date