



Open Position: Digital Navigator

Who We Are:

HRI was founded in 1972 to support low- and moderate-income homeownership in Cambridge, MA. Today, we are a well-respected regional nonprofit developer of affordable rental and homeownership housing, with a diverse portfolio. Our programs are designed to stabilize housing, promote economic resiliency, increase health and wellness opportunities, and provide critical programs for youth and their families.

HRI and its sister organization Cambridge Neighborhood Housing Services (CNAHS) are entering a new era, with new executive and fiscal leadership. This is an exciting time to join the organization and the new team, building on HRI's strong history and solid reputation for producing and maintaining affordable housing, and addressing key resident and community needs.

A day in the life of this role:

Reporting to the Director of Community Engagement, the Digital Navigator position is part of a multi-site City of Cambridge pilot program to address digital equity. The Digital Navigator will assist residents of HRI housing to secure affordable internet access, and low-cost technology devices, and will offer coaching in introductory digital skills so that residents can become effective home internet users. The Digital Navigator will also troubleshoot connectivity and device issues.

The Digital Navigator will also assist in a community engagement needs assessment process throughout HRI's scattered site housing portfolio, which requires travel to various sites. The Digital Navigator will conduct surveys and benefits screenings, facilitate focus groups and coordinate outreach and engagement activities on behalf of HRI within assigned properties.

This is a full-time, on-site, non-exempt, grant funded position. The grant is currently funded through December 2025.

Summary of Duties:

- Help carry out resident needs assessments and the delivery of digital navigation services to the residents living in HRI's scattered site housing.
- Identify and assess individual residents' digital needs based on their stated goals.
- Facilitate monthly "Tech Tables" at three HRI properties.
- Assist residents to sign up with low-cost internet providers and enroll qualified residents in the Affordable Connectivity Program.
- Assist in trouble-shooting connectivity issues in residents' apartments when necessary.
- Assist residents to set up computers, tablets or other devices for home use.

- Assist residents to set up virtual visits for appointments, smartphone email, voicemail and other apps.
- Coach residents, as necessary, to use their home internet services to meet their internet use priorities. This may include in-person, phone and on-line interactions, as well as referrals to sources of additional digital literacy skills training.
- Conduct resident survey and benefits screenings to all households within assigned properties.
- Facilitate four resident focus groups within assigned properties.
- Attend scheduled meetings with Community Engagement Coordinators and property management staff to review referrals and assistance in delivering services to residents as needed.
- Coordinate community engagement events and outreach efforts in the Baldwin and Mid-Cambridge neighborhoods.
- Establish and maintain strong connections with residents throughout assigned properties and ensure that they are connected to community support and services.
- Must be able to travel to various locations in Cambridge, MA, primarily in the Baldwin and Mid-Cambridge neighborhoods and climb stairs in some locations.

Work Environment:

This is an in-person 40-hour per week, grant funded, non-exempt position and is entitled to full employee benefits including health, dental and retirement. This position requires travel to several sites in Cambridge, MA, primarily in the Baldwin and Mid-Cambridge neighborhoods.

Compensation: \$55,000-\$62,000 based on experience.

Benefits:

- 100% Health coverage
- Dental, vision, life and disability insurance
- 403(b) Retirement Plan with partial employer match
- Flexible Spending Account
- Annual time off including:
 - Three weeks of vacation
 - Two personal days per year
 - Twelve sick days
 - Holidays and three summer Fridays
- Professional development assistance and tuition reimbursement

What we need from you:

- High school diploma or equivalent required, some college education preferred.
- Proficiency in Microsoft Word, Excel, and comfortable learning new software and tracking systems. Record all relevant data and referral information into HRI's QuickBase database.
- Skilled in hardware troubleshooting and in supporting technology users.

- Skilled in technology and digital communication tools including text, voice, email, and video conferencing.
- Familiar with both PC and Apple operating systems.
- Ability and desire to teach basic technological concepts related to internet services, computers and devices, and common online services and applications.
- Excellent telephone, online, and in-person communication skills, including the ability to establish trust with residents of varied educational, age, ability, health and cultural backgrounds, bilingual preferred.
- Ability to provide excellent customer service, establish appropriate boundaries with residents and to demonstrate innovation and flexibility.
- Willingness to work as part of a team promoting the program and agency's goals.
- Experience in planning and/or facilitating community engagement activities, facilitating focus groups.
- Sensitivity to the needs of vulnerable populations, low-income residents, and older adults
- Ability to work in a fast-paced team setting.
- Ability to work some evening hours and some weekends.
- Have reliable transportation to travel to different sites.
- Work experience in housing, human services, community engagement, property management or a related field helpful.
- Familiarity with local supportive services and/or social service networks.
- Established understanding of state systems and programs for populations including low-income residents, behavioral health, older adults.

To apply, please email a cover letter and resume to:

Joe Deignan, Director of Community Engagement <jdeignan@homeownersrehab.org>

AAP/EEO Statement

HRI is committed to providing equal employment opportunity in all our employment programs and decisions. Discrimination in employment on the basis of any protected class under federal, state, or local law is a violation of our policy and is against the law. Equal employment opportunity is provided to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, covered veterans status, marital status, personal appearance, sexual orientation, family responsibilities, matriculation, political affiliation, or any other protected characteristic. This policy applies to all terms and conditions of employment, including, but not limited to, recruitment and hiring, placement, promotion, termination, reductions-in-force, recall, transfer, leave of absence, compensation, and training.

Please inform us of any necessary accommodations required during the application process and/or at any time during employment.