



JOB DESCRIPTION

Digital Navigation Coordinator

Department: Adult Educational Programs, Digital Equity

Position: Full-time

Time frame: Permanent

Application Deadline: November 22 for best consideration. Open until the position is filled

Organization Overview:

Encuentro's mission is to transform New Mexico into a thriving community for all of its residents. We do this by engaging with Latinx immigrant families in educational and career development opportunities that build skills for economic and social justice. Encuentro is committed to the belief that quality education should build both individual and community **knowledge**, and with that knowledge comes individual and community **power**. Encuentro's collaborative model demonstrates that strategic community partnerships can expand and strengthen the safety net for immigrant families; furthermore, when programs are collectively offered in a culturally relevant, justice-oriented environment, they act as entry points into leadership development and community engagement opportunities, which build social capital and promote social and economic justice.

Adult Educational Programs Overview:

Encuentro's Adult Educational Programs for Spanish-speaking immigrants take a comprehensive and socially conscious approach to learning. Our offerings include ESL, Citizenship, High School Equivalency (HSE) preparation, Financial Literacy, Small Business development, Digital Skills training, and Community Journalism. These programs combine specific skill development with community building, civic participation, leadership training, and digital navigation. In an inclusive and collaborative environment, we empower immigrant learners to become active, informed, and engaged citizens, fostering a strong sense of community and connection among students and instructors.

Digital Equity Program Overview:

Digital Equity is a growing initiative within Encuentro's Adult Educational Programs, aimed at bridging the digital divide for Spanish-speaking immigrant adults. Class participants gain essential digital skills and access technology and online resources to improve their quality of life, parenting, economic opportunities, and civic engagement. Key efforts include teacher development, technology onboarding for all students, and support from Digital Learning Assistants. The program offers two levels of digital navigation skills, short-term foundational courses, and resources such as a computer loaning system and referrals for low-cost devices and internet access. Participants receive both remote and in-person support to ensure successful engagement in distance education and online classes, empowering them to thrive in today's digital landscape.

Position Overview:

We are seeking a passionate and innovative Digital Navigation Coordinator and Instructor to support our digital equity initiatives. In this dynamic role, you will teach an established curriculum on digital skills while developing new strategies and materials to enhance digital

navigation skills among adult learners. You will collaborate closely with the Digital Equity Manager to co-design programs and interventions that inspire creativity and engagement in technology use, empowering participants to fully participate in the digital world.

Key Responsibilities:

Curriculum Development and Instruction

- Deliver a digital skills curriculum tailored to the needs of Latinx adult immigrants.
- Support the creation and implementation of new initiatives and strategies focused on digital equity, including the training of new digital navigators and the creation and delivery of workshops based on students' needs.
- Provide one-on-one and small group instruction on digital skills, online resources, and troubleshooting, both online and in person.
- Train, support and coordinate Digital Learning Assistants and volunteers.

Collaboration

- Collaborate with program staff to integrate digital skills training across educational offerings.
- Support professional development efforts for staff and instructors to enhance their technology skills and incorporate technology-rich learning activities.

Program Coordination

- Coordinate administrative responsibilities related to program planning, implementation, reporting, and evaluation.
- Support academic activities, including recruitment, enrollment, attendance, and retention strategies.

Data Collection and Reporting

- Assist in preparing and delivering surveys, collecting student feedback, and implementing program assessment strategies.
- Create reports and presentations based on program data.

Resource Management

- Distribute class materials, including technology devices, textbooks, manuals, and supplies.
- Administer the computer loaning system and manage the inventory of computers and other technology devices.

Community Engagement

- Occasionally represent Encuentro at outreach and community events.
- Research opportunities and resources to enhance access to the internet and devices for the Latinx community.
- Engage with digital equity initiatives at the local, state, and national levels.
- Advocate for digital equity and access within the community.

Required Skills and Qualifications

Educational Background:

- Bachelor's or associate's degree in Education, Technology, Social Work, or a related field. A teaching credential or certification in adult education is a plus.

Digital Proficiency

- Strong proficiency in technology and digital tools, including remote learning platforms, learning management systems, and educational tools for technology-enriched instruction.
- Proficiency in electronic communication and document software such as Microsoft Suite and Google Suite (Docs, Sheets, Slides), along with familiarity with design and presentation tools (Canva, Prezi).
- A solid understanding of various digital tools and platforms, with the ability to effectively explain these concepts to adult learners.
- Commitment to ongoing digital skill development and adaptation to new and evolving technologies.

Teaching and Curriculum Development

- Proven experience in teaching or training adult learners, particularly with immigrant populations. Familiarity with adult learning principles is essential.
- Skills in designing and implementing engaging, culturally relevant curricula that cater to the needs of Spanish-speaking adult learners.
- Experience in evaluating learner progress and adapting instruction based on feedback to ensure assessments are accessible to all participants.

Support and Communication

- Understanding of the unique challenges faced by Spanish-speaking immigrant communities, fostering a supportive and inclusive learning environment.
- Ability to support learners who may feel overwhelmed by technology or language barriers, creating a trusting atmosphere.
- Excellent verbal and written communication skills in Spanish, with intermediate proficiency in English and a commitment to further language development.

Collaboration and Community Engagement

- Ability to work collaboratively with program staff and community partners to enhance digital equity initiatives and reach Spanish-speaking audiences.
- Strong interpersonal skills, with the ability to build relationships with students, teachers, colleagues, and community partners.

Problem-Solving and Adaptability

- Capacity to troubleshoot technical issues and guide learners through challenges in a clear and patient manner.
- Demonstrated proactive approach to problem-solving and task management, anticipating needs and addressing challenges before they arise.

- Strong attention to detail and the ability to thrive in a fast-paced environment.
- Ability to work independently and collaboratively.
- Availability to work a mixed schedule, including some evenings and occasional weekends.

Expectations

- Personal commitment to the values, mission, and goals of Encuentro's programming.
- Passion for social justice and immigrant rights, with a strong dedication to working with diverse partners and representing Encuentro and the immigrant community with respect, dignity, and solidarity.
- Commitment to diversity and respect for various backgrounds and identities, including differences in race, ethnicity, age, gender, sexual orientation, gender identity, religion, ability, arrest or conviction history, and socio-economic circumstances.
- Strong interpersonal skills, with the ability to navigate and resolve conflicts respectfully.
- Collaborative and team-oriented mindset, sharing responsibilities and recognizing the contributions of colleagues.
- Flexibility and adaptability to changing priorities and environments.
- Emotional maturity and the ability to maintain balance and perspective.
- Availability to participate in programming and meetings on occasional evenings and weekends.

Compensation and Benefits

This is a full-time position requiring 40 hours per week, with a starting salary of \$43,200. Salary may increase based on experience, qualifications, and demonstrated effectiveness in the role. Encuentro offers a generous benefits package, including:

- 80% of Individual Employee Health Premium paid by Encuentro for the Base Plan.
- Retirement plan, with employer match contribution.

Encuentro also recognizes the value of creating an environment of positive work/life balance, acknowledging that investing in staff's ability to take care of themselves and their families enables them to do their best work, therefore, we offer:

- Paid vacation days (3 weeks) annually
- 1 earned sick leave hour for every 30 hours worked
- Company-paid federal holidays in addition to 2 weeks of winter break, 1 week for spring break, and other days as established in our Academic Calendar in coordination with the local public school schedule

To Apply:

For optimal consideration, please submit your resume and a cover letter in Spanish detailing your interest in this position and your relevant experience related to the responsibilities and skills outlined above by November 22, 2024. Include your last name and "Digital Navigation Coordinator" in the subject line of your email. Attach your resume and cover letter and send them to:

Teresa Guevara, Director of Educational Programs
teresa@encuentronm.org.

Important:

Encuentro is an equal opportunity employer. We value a diverse workforce and an inclusive workplace culture. Encuentro will accept and carefully review the applications of all qualified persons regardless of their arrest history, race, ethnicity, religion, sexual orientation, gender identity and expression, age, national origin, civil status, citizenship status, disability, or veteran status.

At Encuentro, we are dedicated to creating a meaningful impact within our community. As a nonprofit organization, our ability to sustain our programs and services relies on ongoing fundraising efforts. We want to inform potential applicants that permanent positions are contingent upon the success of these fundraising initiatives.

We invite you to join our passionate team and contribute to our mission. Your skills and commitment can make a significant difference. Thank you for considering a role with us as we work together to build a brighter future.

Join us in making a difference in our community and helping Latinx adult immigrants thrive in the digital age!