

ORGANIZATIONAL BACKGROUND

The National Housing Trust (NHT) is a strong national nonprofit engaged in affordable housing advocacy, lending, real estate development and energy solutions. Our mission is to create and preserve affordable homes to provide opportunity, advance racial equity, reduce economic disparities and strengthen community resilience through practice and policy.

Our Community Outreach and Impact (COI) team focuses on the importance of resident empowerment. For NHT, this means not only dismantling the barriers that obstruct success, but ensuring our residents are equipped with the knowledge, tools and opportunities to be successful. We believe that we must make investments in the personal capacity of our residents to help move their communities and families forward.

POSITION

This is an exciting opportunity to impact more than 500 households in affordable housing communities located in the District of Columbia. This is a unique opportunity to work with an organization dedicated to the success of the affordable housing communities and residents in which we serve. In addition, the position will receive additional professional development support through Literacy Minnesota, an organization committed to sharing the power of learning through education, community building and advocacy.

With support from Literacy Minnesota, the **Digital Literacy VISTA** will expand existing, community-level digital literacy and navigation efforts across 8 affordable housing communities in the District of Columbia. The VISTA's work will focus on providing long-term, sustainable solutions for residents living in NHT communities and support digital knowledge learning within NHT's Community Outreach and Impact team.

Essential to success will be a flexible, compassionate self-starter with a passion for bridging the digital divide among low-income families. Recognizing the breadth of work associated with digital navigation and the systemic barriers to community-based solutions, the Digital Literacy VISTA will be supported by the Managing Director of Community Outreach and Impact, COI associate, Resident Service Coordinators, and community stakeholders to ensure appropriate programmatic planning, implementation and management. The Digital Navigator VISTA will be co-supervised by the COI Associate and one of the RSCs.

RESPONSIBILITIES

The Digital Literacy VISTA will work on a variety of assignments related to digital navigation, literacy and access including but not limited to:

Program Development and Administration (45%)

- Develop a framework for onsite digital literacy programs for both beginner and advanced skills levels of residents.
- Strengthen existing processes for program management and assessment as it relates to digital literacy programs.
- Lead the implementation of monthly “tech tips” workshops to frontline staff on digital navigation tools. This includes hard skills (e.g., how to use new technology and/or digital tools), as well as soft skills (e.g., best practices to working with populations with limited or no digital literacy skills).
- Develop, train, and implement volunteer training as it relates to digital literacy programs.



Data Analysis and Program Evaluation (35%)

- Evaluate existing digital literacy programming, including NHT's Loaner Laptop Program, to assess efficacy and areas of improvement.
- Conduct a community-wide assessment of in-home internet and computer access using both quantitative and qualitative data sources.
- In conjunction with the COI Associate and RSC, create a timeline for short-term and long-term goals and objectives for digital literacy programming.
- Work with the Managing Director of COI and COI Associate to develop program metrics and outcomes related to digital literacy programs and services.
- Develop an end of service year assessment that culminates the VISTA's findings on common digital navigation problems and provide recommendations for long-term, sustainable and community-based solutions.

Stakeholder Engagement (10%)

- Assist RSCs to identify new digital literacy partners within their respective community that will provide onsite services and/or programming to residents.
- Assist RSCs in the administration of digital literacy programs, including assistance with completing web-based applications for rental assistance, utility assistance, and program related to food security.
- Assist RSCs in resident outreach for existing and new digital literacy programs, including content creation, draft communications and
- Contribute to grant-writing and fundraising efforts as it relates digital literacy programming, including the development of project-specific outcomes and measured impact.

Professional Development (10%)

- Participate in regular training opportunities offered by Literacy Minnesota, NHT, VISTA Campus and local opportunities as it relates to digital access.
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