

Job Title: Digital Navigator (Senior Support)- Summer/Fall internship

Organization: H.U.G. Reading Program

Location: Remote

Job Type: Part-Time/Volunteer/FWS

About the H.U.G. Reading Program:

The H.U.G. (Help Us Grow) Reading Program is dedicated to fostering literacy and learning through online tutoring and engagement. We aim to create an inclusive and supportive environment where participants of all ages can thrive in a digital learning space.

Position Overview:

We are seeking a **Digital Navigator** to assist senior participants in navigating Zoom and other digital platforms used for our virtual tutoring sessions. The ideal candidate will be patient, tech-savvy, and passionate about helping seniors develop confidence in using technology. Healthcare portals for increased health literacy, Phishing scams, Gmails, connectivity to decrease the connectivity.

Key Responsibilities:

- Provide one-on-one or small-group assistance to seniors in accessing and using Zoom for online sessions.
- Guide participants through basic troubleshooting, including audio/video setup, screen sharing, and chat functions.
- Offer pre-session support to ensure seniors can join meetings on time and with minimal difficulties.
- Develop simple, easy-to-follow instructional materials tailored to the needs of senior learners.
- Maintain a friendly and supportive approach to digital literacy training.
- Track common technical issues and suggest improvements for program accessibility.

Qualifications:

- Strong familiarity with Zoom and other online communication tools.
- Experience in customer support, digital literacy training, or a similar role preferred.
- Excellent communication and interpersonal skills, especially with seniors.
- Patience, empathy, and a commitment to digital inclusion.
- Ability to explain technical concepts in a clear, simple manner.
- Reliable internet connection and access to a computer.

Navigators Benefits:

- Gain hands-on experience in digital literacy support and community engagement.
- Make a meaningful impact by helping seniors stay connected and engaged in learning.
- Flexible schedule with remote work opportunities.
- Certificate of appreciation upon successful completion of the role.

How to Apply:

Interested candidates should submit a brief statement of interest and resume to directorhr@hugreading.org with the subject line **“Digital Navigator Application – [Your Name]”**.

Join us in bridging the digital divide and empowering seniors to embrace technology with confidence!