



ORGANIZATIONAL BACKGROUND

At the **National Housing Trust**, we equip communities for a sustainable, equitable future by preserving and modernizing existing homes—and building new homes that stand the test of time. Our team of passionate experts and advocates brings resident services, lending, policy, sustainability, and development under one roof, giving us the tools to make real change possible for the people we serve. We believe in the power of learning and creating with the communities around us. That’s why for over 30 years, we’ve partnered with residents, local experts, and national leaders to find the solutions that work. Because we want everyone—everywhere—to be proud of where they live.

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 build a programmatic infrastructure for digital literacy programming, complete with program materials, assessment tools and evaluation strategies to support long-term, sustainable solutions for residents living in NHT communities. Additionally, the VISTA will support digital knowledge learning within NHT's Community Outreach and Impact (COI) team. Through their contribution, the Digital Literacy VISTA will build the capacity of NHT to successfully implement digital equity goals as part of a larger anti-poverty measures.

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 (RSCs), 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 Device Loan 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.

DOES THIS SOUND LIKE YOU?

This is an impactful opportunity for an individual dedicated to serving the communities in which we are present. This position is most suitable for recent college graduate and/or graduate student; however, applicants with comparable experience will also be considered and are encouraged to apply. Other qualifications include:

- Commitment to NHT's mission;
- Detail-oriented, entrepreneurial self-starter who relishes multitasking;
- Ability to work independently yet collaboratively with NHT staff;
- Strong computer aptitude skills, including knowledge of Microsoft Office Suite;
- Excellent interpersonal, organizational and communications skills, including both verbal and written skills;
- Excellent planning and organization skills;
- Experience working with diverse and low-income populations is a plus;
- Proficiency in Spanish language (reading, writing and speech) is a plus;
- Dependable and capable of completing assignments in a timely, accurate and thorough manner; and a
- Collaborative spirit and positive attitude (a good sense of humor is a plus).
- Preference will be given to applicants currently living in and/or from the District of Columbia, Maryland and Virginia (DMV) community.





- Ability to complete AmeriCorps Terms and Conditions, in addition to adhering to NHT's Volunteer Code of Conduct.

DURATION AND HOURS: This is a full-time, position with a 40-hour work week. If candidate is not local the District of Columbia, Virginia, Maryland (DMV) region, they are eligible for a fully remote service year. If the individual is local, they will work a hybrid schedule at the discretion of the department supervisor. The expected start date for this position is August 29, 2022.

COMPENSATION: AmeriCorps VISTAs are allotted a monthly stipend, a monthly living allowance, an education award to be awarded at the completion of the service year, in addition to the vast AmeriCorps Alumni network and professional development opportunities. NHT will also cooperate with any academic or training programs to facilitate an award of academic credit for the experience.

JOIN US: Visit the My AmeriCorps Portal, create a profile, and complete the application. Click here to apply: <https://my.americorps.gov/mp/listing/viewListing.do?id=108258>

NHT is committed to providing equal employment opportunity in all our employment programs and decisions, including, but not limited to recruitment and hiring. Equal employment opportunity is provided to all employees and applicants for employment without regard to race, color, religion, creed, sex, national origin or ancestry, age, marital status, personal appearance, sexual orientation, gender identity or expression, family responsibilities, political affiliation, disability, matriculation, genetic information, covered veteran's status or any other protected characteristic under federal, state or local law. BIPOC applicants, women, and persons with disabilities are especially encouraged to apply.

NHT requires that all employees maintain 'Up to Date' COVID-19 vaccination status, following the CDC guidelines, unless they are eligible for an accommodation due to a disability or sincerely held religious belief or practice that prevents them from receiving the vaccine.

