

We offer competitive salary, great benefits, and work that matters to our community.

The Organization

Seattle Housing Authority (SHA) is a growing, innovative, and mission-driven Agency based in Lower Queen Anne, Seattle. We are committed to advancing housing equity throughout the city, and creating a supportive, inclusive workplace for the 650+ employees who propel SHA's mission forward every day. Through our work, we expand housing opportunities for all, cultivate strong communities, and improve quality of life for our citizens and neighbors. We are best known for centering care and respect in our relationships with clients and leading with a deep commitment to race and social justice equity.

SHA's passionate and talented workforce has elevated the organization into a nationally recognized leader in housing and development. We believe in a workplace where "everyone" means "everyone," and creating an environment where employees can do their best work is the right thing to do. SHA fosters an inclusive culture where employees are celebrated for being exactly who they are and valued for their unique perspectives shaped by their lived experiences. SHA employees enjoy competitive pay and holistic benefits, flexible and alternative work arrangements, robust learning and development opportunities, career development, employee assistance program, and several affinity groups to help staff feel connected to themselves and their peers.

Every now and then self-assurance holds us back from chasing opportunities. Studies have shown that women and people of color are less likely to apply for their dream job if they don't meet every qualification. At Seattle Housing Authority, we are dedicated to building a diverse, inclusive, and authentic workplace that celebrates your identity and the background you bring with you. We don't believe there's only one 'perfect' candidate and encourage you to apply even if you don't meet every qualification. You may just be the candidate we're looking for!

The position:

We are seeking experienced **Digital Navigator's** to provides individualized or small group assistance to [community members or specify eligible group(s)] who need affordable home internet service, affordable internet-capable devices, and/or coaching in introductory digital skills to become effective home internet users. This assistance is provided primarily by voice telephone but may also include email, text, video chat, and other communication methods that work for the learner.

The **Digital Navigator's** work is part of the Seattle Housing Authority efforts to provide equitable internet access for our residents.

This project position will pay \$30.74 per hour plus eligible benefits, and it has an expected end date of 06/30/2023.

The ideal candidate has:

- **Proof of vaccination on first day of employment.** Please read our [vaccination policy](#).
- Must be able to occasionally work evenings and weekends.
- Ability to embrace the challenge of learning and teaching basic technological concepts related to internet services, computer and device characteristics, and common online services and applications.
- Excellent self-organization, language capacity, and cultural competency.

- Excellent telephone and online communication skills, including the ability to establish trust with clients of varied educational and cultural backgrounds.
- Ability to demonstrate positive attitude, excellent interpersonal skills, cultural sensitivity, and a sense of humor in working with diverse customers, coworkers, and community.
- Ability to creatively solve problems, and negotiate and handle stressful situations in positive manner
- Ability to provide excellent customer service, establish appropriate boundaries with clients, and to demonstrate innovation and flexibility.
- Valid Washington driver's license with insurable driving record

What will you be doing?

- Receive, return, or initiate telephone contact with clients seeking assistance or identified by agency for assistance.
- Discuss with each client their home internet access or need for home internet access, technology experiences and their devices.
- Assess their access to technology, current digital skill level pertaining to what they need to accomplish the plan, connectivity needs, and internet use priorities. Set agreed goals for Digital Navigator services. Confirm the details with the client
- If necessary, advise clients about free or affordable home internet service options for which they may qualify, assist clients to apply for services they choose, and support their efforts to secure service.
- If necessary, advise clients about sources of affordable computers or other internet connected devices for which they may qualify, and support their efforts to acquire appropriate devices and where they can get help for repair.
- Coach clients as necessary to use their home internet services to meet their internet use priorities. This may include both in person, phone, and online interactions, as well as referral to sources of additional digital literacy skill training
- Track each client's progress and types of requests, keep accurate and timely records, and report outcomes as required.
- Plan and manage assistance to each client with the goal of fulfilling the agreed goals
- Other tasks, as necessary.

For information on our hiring practices, see our [diversity policy](#) and [equity policy](#).

To apply for this position click [here](#)