



Position Title:	Outreach & Navigation Specialist
Reports To:	Chief Executive Officer
Hours Per Week:	Approximately 15 hours
Hourly Rate:	\$20.00
Benefit Eligibility:	None

The Techquity Outreach & Navigation Specialist will work directly with eligible clients receiving loaned devices through Techquity WI programming to help them gain digital skills, troubleshoot technical issues, and feel confident using their device to support their everyday needs for education, employment, health monitoring, and more. The role will involve organizing and supporting local laptop distribution events, identifying eligible individuals, onboarding program partners, guiding enrolled individuals through technology setup, and providing ongoing digital literacy training and navigation to device recipients. This assistance will be provided primarily in person and by voice telephone but may also include other communication methods that work for the learner. Some travel will be required. This is a grant-funded position with funding secured up to July 2026.

About United Way of Kenosha County:

United Way of Kenosha County is a nonprofit organization that works to improve the lives of individuals and families in our community. Through strategic partnerships and funding in the areas of education, financial stability, and health, United Way is helping create long-term positive change for residents of Kenosha County. We believe in the power of working together, and by uniting people and resources, we can build a stronger community for all.

Core Competencies

Candidates must be effective communicators, with strong discernment and organizational skills, commitment to adding value to the team, and a goal of implementing United Way's strategic direction. The individual should have exceptional listening skills, demonstrate energy and initiative, and show integrity and compassion for all members of the team and community. Ideal candidates will have experience providing excellent culturally responsive customer service to diverse clients of all backgrounds. A passion for digital inclusion and a commitment to help bridge the digital divide is essential.

Essential Duties and Responsibilities

ESSENTIAL DUTIES AND RESPONSIBILITIES:

This role supports a new initiative led by United Way of Kenosha County in partnership with United Way of Wisconsin, as part of their statewide Techquity Wisconsin program. The Outreach & Navigation Specialist will be responsible for the following:

• Client Support and Engagement:

- Identify and enroll eligible clients in the Techquity Wisconsin device loan program.
- Facilitate device distribution according to program plan and funder requirements.

- Conduct individualized assessments with each client to determine program eligibility and clients' specific technological needs, home internet and device access, and digital skill needs.
- Assist clients with device setup (e.g., laptops, tablets), internet connectivity, and basic troubleshooting.
- Provide guidance on safe internet practices, including cybersecurity and protecting personal information.
- Encourage and support clients in exploring online resources, including telehealth, education, and essential services.
- Serve as on-call responders to device and internet-related questions from device recipients. Help with device navigation, problem-solving, and replacements if devices fail.
- Distribute tip sheets and other resources, and schedule follow-up sessions based on individual needs.

• **Community Engagement with Cultural Sensitivity:**

- Develop and distribute coordinated, consistent local program outreach and recruitment materials.
- Engage with local community events, promoting digital literacy resources and offering digital navigation services in a way that builds trust and rapport.
- Onboard eligible community partners, guiding them through the device enrollment and distribution process.
- Function as a supportive digital guide for diverse populations, ensuring cultural sensitivity and inclusivity in every interaction.

• **Community Training and Digital Literacy:**

- Conduct one-on-one and small group sessions to help clients navigate digital tools and resources confidently, and that meet the clients' specific needs.
- Provide orientation to the Wisconsin Community Skills website for local digital skilling and upskilling.

• **Case Management and Impact Tracking & Reporting:**

- Set and confirm goals with the client to support their plan, connectivity needs, and internet use priorities. Plan and manage assistance to each client with the goal of fulfilling the agreed goals.
- Document client interactions, event details, device distribution, and navigation progress in case management systems to track outcomes and support follow-up.
- Gather and report on client success metrics, providing insights to improve service delivery.

• **Other Duties as Assigned**

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

Required Education, Skills, and Experience:

- Associate's degree in education, nonprofit management, social services, or an equivalent experience preferred.
- Spanish language skills highly desired. Work experience with the Hispanic community is also a plus.
- A valid Driver's License and current auto insurance are necessary.
- Ability to manage multiple tasks efficiently while meeting deadlines.
- Excellent knowledge of Microsoft Office Suite – especially Word, Outlook, Excel, and PowerPoint. Ability to use video conference tools (e.g., Zoom, Microsoft Teams).

- Strong written and verbal skills for stakeholder interaction and relationship building.
- Ability to work remotely.
- Self-initiative in learning modern technologies and advancing tech skills.
- Comfort with and knowledge of how to appropriately engage with a wide range of parties (colleagues, executive leadership, vendors, etc.).
- Familiar with tracking tools, ensuring accuracy in data gathering, documentation, and reporting.
- Demonstrated flexibility in changing environments and experience aligning program activities with broader goals.
- Proficient in project management tools, databases, spreadsheets, word processing, and email platforms.
- Experience working in digital inclusion, tech support, volunteer training, or similar programs a plus.
- Customer services experience with demonstrated innovations and flexibility to meet the needs of clients.
- Problem-solving and creativity with the ability to manage competing priorities in a positive manner.
- Cultural competence demonstrated by the ability to collaborate with diverse clients from different racial, socio-economic, and ethnic communities.

Physical and Mental Demands

- The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this class, an employee is regularly required to stand, walk, and sit, talk or hear both in person and by telephone; use hands and fingers repetitively to handle or feel objects or controls and operate computers and other standard office equipment; reach with hands and arms.
- Specific vision abilities required by this job include close vision, distance vision, depth perception, color vision and the ability to adjust focus.
- While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret information; analyze and solve problems; observe and interpret people and situations; learn and apply new information or skills, work under intensive deadlines and interact with UWWi staff and members and others encountered in the course of work.

To Apply:

Candidates must submit a resume and, preferably, a cover letter to info@kenoshaunitedway.org. In the subject line, please write the following: Application for Outreach Specialist. Applications reviewed on a rolling basis through Friday, January 10, 2025.