



Position Description: Digital Navigator

Reports to Digital Navigation Coordinator

Pay Rate: up to \$30 per hour

Part-time, 21 hours a week

Number of available positions: 2/Two

Applications accepted through May 8, 2026

This project is made possible through the [ReConnect CT: Digital Pathways Program](#), an ARPA-funded initiative at the Institute for Municipal and Regional Policy (IMRP) to expand digital access, literacy, and readiness for justice-impacted communities

Could you be a Digital Navigator?

You are the person family and friends turn to with tech questions because you guide and teach them how to solve an issue, figure out a device, or find affordable solutions. You are *not* an expert at tech.

You are an expert with assisting adults with technology and all things digital. When you don't know something, you find the answer and share it. You are someone who understands that the digital divide is more than not having the internet or a device; it is about having the skills, knowledge, and access to make the most of technology.

Overview

This position provides assistance to individuals or small groups, or specific eligible group(s) who need secure affordable home internet service, affordable internet-capable devices, and/or coaching in digital skills. This assistance is provided primarily in-person, but may be on phone or virtually.

Essential Duties:

- Receive, return, or initiate contact with client's seeking assistance or identified by a partnering organization for assistance.
- Tutor/coach individuals and/or groups on technological skills.
- Provide a safe and welcoming learning environment for individuals of all backgrounds.
- Protect all personal identifying information.
- Timely completion of navigation reports.
- Participate in navigation workshopping meetings and other trainings as needed.

- Engage in outreach through community placements with partnering organizations.
- Act as a resource for further development of other literacy skills.

Qualifications and Competencies:

- Enjoy teaching/coaching people new skills and problem-solving with others.
- You like people and have ability to establish trust with clients of varied educational and cultural backgrounds.
- Demonstrate positive attitude, cultural humility and a sense of humor in working with diverse customers, coworkers, and community.
- Ability to simplify complex technological concepts.
- Ability to creatively solve problems.
- Ability to handle stressful situations in a positive manner.
- Ability to embrace the challenge of learning new tools, software, applications, and technology.
- Ability to establish appropriate boundaries with clients with care and empathy.

Minimum requirements will be considered:

- A high school diploma or equivalent.
- Coaching, teaching, or counseling experience.
- Submission of a resume that lists relevant experience and a cover letter explaining why you will be successful in this position.

Preferred, not required:

- Two years of teaching/coaching/training experience or providing technology support.
- Experience working with housing challenge people, low-income populations, immigrants, justice impacted or involved people, refugees, or (preferred, not required).
- Conversational fluency in a language other than English – Spanish, Creole, Arabic, for example.
- Experience with the justice system, either as someone impacted or involved.

The ability to use transportation [private or public] to travel between library branches and Hamden community locations is essential to the success of the grant, as is the willingness to meet clients as needed in public spaces [such as a library] or on a Zoom, if appropriate.

Submit this application with a resume. How to submit:

By email to: Melissa Canham-Clyne, Library Director, mcanhamclyne@hamdenlibrary.org. The subject line should be ReConnect Digital Navigator Application.

Drop off or mail: ATTN Melissa Canham-Clyne, Library Director, Miller Memorial Library, 2901 Dixwell Avenue, Hamden, CT 06518.

We will ask for references at the time of your interview.

Applications must be received by May 8, 2026.

Digital Navigators: Position Application
Please answer all three questions.



Name:
Best email and phone number:
Do you have fluency in another language? If so, what is the language?
Current or most recent paid or volunteer position?

Briefly describe your previous experience of teaching, coaching, or assisting adults in learning a complex task. [May include volunteer work.]

Briefly describe your experience of helping someone else master a skill or overcome a difficulty. [May include volunteer work.]

Why are you interested in this position?