

Digital Learning Lab Lead Navigator Position Description

Atlanta Center for Self Sufficiency, Inc. (ACSS) empowers financially vulnerable individuals in our community to become self-sufficient, sustainably employed and economic contributors to society. Our programs include CareerWorks, a comprehensive job readiness training and job placement program; Veterans Employment and Training Program (CVET), a targeted initiative aimed at helping homeless veterans re-integrate into the workforce; and Career Services @ Westside Works, a neighborhood-based workforce collaborative striving to increase access to job training, education services, and good jobs. ACSS is also a designated LISC Financial Opportunity Center® and offers a range of financial empowerment services that complement our workforce development programs.

Job Title: Digital Learning Lab Lead Navigator	FLSA Status: Exempt
Supervisor: Deputy Director	Direct Reports: Lab Interns

Position Summary: The Digital Learning Lead Navigator is responsible for developing and implementing comprehensive digital learning activities at Westside Works including digital lab management, digital skills assessments, and digital skilling workshops and events. The position is also very involved in community outreach and promotion of digital learning activities, with specific emphasis on engaging residents and partners within Vine City, English Avenue, and other neighborhoods surrounding Westside Works.

Organization-Wide Competencies: To perform the job successfully, an individual should demonstrate the following competencies.

- **Mission Focused-** Carries out the mission by living the values of ACSS.
- **Collaborates Cross-Functionally-** Works effectively with other departments, sharing information and insights to better the organization while working towards common goals.
- **Continuously Transforms-** Exhibits a willingness to learn new things and improve the status quo.
- **Communicates for Impact-** Demonstrates effective communication skills in working with others.
- **Takes Pride in Client's Success-** Expresses a willingness to put clients' success as first priority, taking great pride when clients break the cycle of homelessness.
- **Energized by Challenging Situations-** Individual not only embraces challenges, but is energized by complex tasks.
- **Is a Leader-** Influences others to accomplish the mission in ways consistent with the values of ACSS.
- **Demonstrates Initiative-** Determines what needs to be done and accomplishes these goals and/or objectives with little or no prompting.

Leadership Competencies: To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

- **Demonstrates Accountability-** Takes full responsibility for results and takes ownership of all responsibilities and commitments. Delivers results within prescribed time while taking into account quality standards and impact. Operates in compliance with ACSS policies and procedures.
- **Effective Decision Making-** Makes informed and timely decisions and takes responsibility for these decisions. Modifies decisions based on new information. Involves others in the decision making process from all levels when necessary to enhance decision-making.
- **Commitment to Outcome Measurement-** Embraces strong evaluation and reporting processes to demonstrate effectiveness. Identifies ways to refine and improve service delivery.

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Position Responsibilities/Essential Job Functions:

- Manage Westside Works digital learning lab services and equipment usage, including customer access to the laptop kiosk.
- Lead outreach efforts to recruit and enroll customers in onsite and offsite planned activities.
- Develop a calendar of weekly and monthly digital skilling workshops and events (virtual and in-person), with a goal of reaching 1,000 unique customers annually.
- Offer digital skills assessments and administer certificates/digital badges for skills attainment.
- Provide a hands-on approach to assist customers in utilizing technology to identify job opportunities, develop résumés, submit job applications, and prepare for interviews.
- Provide opportunities to increase customer access to devices, broadband, and other tech resources.
- Manage partner relationships tied to outreach and digital learning activities.
- Track data including demographics, participation, skills attainment, and customer satisfaction.
- Ensure timely data entry and maintenance of accurate program records in accordance with ACSS guidelines and those of our partners and funders.
- Maintain an understanding of ACSS' goals, programs, and key partnerships; and be able to communicate them to internal and external audiences.

Essential Skills and Experience:

- Associate's or Bachelor's degree, preferably in technology, education, or related field.
- Minimum 2 years experience in delivering tech education and services. Experience supervising staff.
- Ability to produce and interpret performance data for the purposes of proactively identifying barriers to success and developing solutions.
- Flexibility in work hours and work environment as needed to support customer needs.
- Ability to facilitate training, both classroom-based and virtually.
- Intermediate knowledge of Microsoft Office programs.
- Experience using Salesforce or other client database tool.
- Ability to represent the organization in a compelling way, in a variety of environments.
- Good decision-making skills, honesty, ability to recognize when others need to be involved in activities or decisions.
- Work professionally and effectively in a team environment.

General Expectations:

General sign-off: The employee is expected to adhere to all company policies.

Physical demands and work environment: The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Commitment to Equal Opportunity: ACSS believes that all people are entitled to equal opportunity. We follow state and federal laws prohibiting discrimination in hiring and employment. We do not discriminate against employees or applicants on the basis age, race, color, religion, gender identification, disability, sexual orientation, national origin, family composition, or any other characteristic protected by state or federal law. This policy applies to staff, interns, volunteers and individuals served by ACSS.

Salary is commensurate with experience. Health insurance and other benefits are available.

To apply, please email a résumé and cover letter to jobs@atlantacss.org. No phone calls please.