Position Description

ORGANIZATIONAL BACKGROUND

National Housing Trust (NHT) has been dedicated to creating and preserving affordable housing for over 30 years. Our mission is to create and preserve affordable homes to provide opportunity, advance racial equity, reduce economic disparities, and strengthen community resilience through practice and policy. NHT has a staff of 34 across five program areas – policy innovation, lending, real estate development, community outreach and impact, and energy solutions. Our hallmark is our cross-functional, integrated approach to innovating, demonstrating, and amplifying solutions to the affordable housing crisis in the U.S.

Our Community Outreach and Impact 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 a new opportunity to contribute to impact on more than 1,000 families in affordable housing communities across NHT’s portfolio. As the nation’s leading expert in preserving, improving and maintaining affordable housing, this is a unique opportunity to work with an experienced, mission-oriented organization dedicated to the success of the affordable housing communities in which we serve.

In 2021, NHT was awarded funding from Capital One to participate in their Digital Access 2.0 program, which focuses on improving in-home internet access and digital literacy skills. This program will roll out at one of our affordable communities located in Northwest, Washington D.C. As part of this project, NHT’s Community Outreach and Impact (COI) team is looking to hire a part-time, Resident Tech Coordinator to promote service to residents, distribute devices, offer troubleshooting and tech support, promote and conduct resident surveys, and provide reporting using established methodology.

Additionally, the Resident Tech Coordinator will have the opportunity to contribute to research related to digital equity efforts in affordable housing communities. This research will include investigating existing policies regarding digital equity and collecting resident data on digital literacy skills and in-home digital access. This research will be led by the Digital Literacy AmeriCorps VISTA.

Essential to success will be a dependable, flexible, and independent individual who can commit to at least 15 hours of work each week. The Resident Tech Coordinator must regularly and effectively communicate with the COI Associate, Resident Service Coordinator and other NHT staff to ensure increased access to opportunity and resident empowerment. The Resident Tech Coordinator will work closely with NHT’s Resident Services Coordinator and report to the COI Associate.

RESPONSIBILITIES

Direct Technical Support (50%)

- Assist with device distribution to each household.
- Provide onsite technical support to residents as it relates to the initial device distribution.
- Lead “how to” courses or workshops for residents as it relates to device distribution.
• Serve as a liaison between the property’s Internet Service Provider (ISP), external program evaluation partner, and Capital One Digital Access (CODA) 2.0 team.

Program Management and Evaluation (30%)

• Conduct initial, quarterly and annual resident impact surveys related to in-home digital access needs.
• Work alongside the Digital Literacy AmeriCorps VISTA to collect and evaluate program data, including resident demographics, participation, program impact and survey assessments.

Stakeholder Outreach (20%)

• Partner with pro-bono and tech support partners to secure long-term, onsite digital literacy programming.
• Work with the Resident Services Coordinator to conduct resident outreach regarding digital literacy programming.
• Collaborate with onsite Resident Services Coordinator and COI Associate to apply for additional funding as it relates to digital literacy programming, in addition to overall management of the CODA project.

DOES THIS SOUND LIKE YOU?

This is an extraordinary opportunity for a rising or current college senior, college graduate or post-graduate student with an interest in digital equity. Candidates will ideally have experience working in nonprofits and/or experience with community outreach/service. **We are looking for a candidate that can start as soon as possible and can commit to at least 5 months of work.** We will also offer the opportunity to work through the end of the year. Other qualifications include:

• Experience working effectively with diverse communities, including vulnerable and historically underserved communities;
• A commitment to racial justice;
• Detail-oriented, entrepreneurial self-starter who relishes multitasking;
• Dependable and capable of completing assignments in a timely, accurate and thorough manner;
• Knowledge of computer systems, applications and general computer skills at a highly proficient level; this includes Google Suite, Office 365 and cloud-based databases.
• Ability to create, compose and edit written materials for community-wide distribution;
• Excellent interpersonal, organizational and communications skills, including both verbal and written skills in physical and virtual settings;
• Resourcefulness, with the ability to deliver results;
• Collaborative spirit and positive, can-do attitude (a good sense of humor is a plus); and
• Spanish language skills are required, both written and verbal.

COMPENSATION: This is a part-time position and pays $21/hr. Due to the nature of the work, this position offers limited remote work options.
Please apply to the link below or copy and paste to your browser:

https://nhtinc.bamboohr.com/jobs/view.php?id=26&source=aWQ9MTg%3D

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.