

## **CHN Housing Partners**

### **Digital Inclusion Coordinator**

**REPORTS TO:** Assistant Director of Community Resources

#### **POSITION SUMMARY:**

The mission of CHN is to leverage the power of affordable, stable housing to change lives and improve communities. To that end, CHN works closely with residents of its Lease Purchase program to improve resident outcomes in four key areas: income, education, housing stability and homeownership success. The Homeownership & Financial Counselor will provide direct service to residents of the Lease Purchase program, working with them to achieve their financial and personal goals along their path to homeownership.

The Homeownership & Financial Counselor will be encouraged to cross-train with other staff/programs in an effort to streamline service delivery. CHN's Community Resource Center also offers the following services: free IRS tax preparation, eviction & foreclosure prevention, education in financial management and home buying, digital literacy & technology access programming, and other economic mobility projects based upon need.

#### **RESPONSIBILITIES:**

*Provide advocacy and awareness support by:*

- Creating program visibility within the communities we serve through engagement and outreach; regular attendance at community meetings;
- Maintaining knowledge of current policy as it relates to access to technology (and other resources); ability to advocate for the rights of CHN clients;
- Developing marketing and awareness strategies with Assistant Director of Community Resources and Strategic Communications Manager.

*Provide hands-on group education in a computer lab setting. Will deliver curriculum designed by partner organizations for the Cleveland Connects+ program, as well as curriculum developed by CHN, tailored to our specific client population. Curriculum will include:*

- Proficiency with everyday technology, including Microsoft Office, smartphones, in-home entertainment options, using the internet, online communication, etc.;
- Technology as it relates to workforce development and education, including searching and applying for employment/educational opportunities, workplace/school technology etiquette, mastering common workplace software/databases, etc.
- Technology as it relates to financial and economic empowerment, including online banking, online bill pay, etc.

*Establish and maintain good working partnerships internally and with local partners to:*

- Ensure messaging as it relates to Cleveland Connects+ is consistent across agencies;
- Stay up-to-date on related initiatives, programs, or resources available to the clients served through Cleveland Connects+;
- Identify opportunities for CHN and/or its clients to increase impact and production.

Become well-versed in all of CHN's programs to identify clients that may be eligible for other CHN resources. Help coordinate with front-line staff so that program intake is coordinated and CHN is able to track client impact across programs.

As this is a new position within the organization, there may be other responsibilities assigned based on the needs of our clients and/or the growth of the initiative.

#### **Qualifications:**

- Experience with hands-on group instruction, teaching, and/or coaching clientele with diverse backgrounds, skill levels and experience. BA/BS preferred.
- Good interpersonal communication skills and excellent customer service orientation. Comfortability speaking in front of larger groups. Solid written skills. Comfortability working and communicating with persons from diverse backgrounds and flexibility to create accommodations for persons with special needs.
- Understanding of the importance of accessibility and need throughout the region, especially as it relates to access to high-speed internet and resources.
- Ability to troubleshoot, diagnose, and resolve technical issues.
- Comfortable with a wide variety of technology, including presentation set-ups, computer software, internet options, and smartphones. Ability to learn and use multiple databases and CRMs, including Salesforce. Working knowledge of Salesforce a plus.
- Proficiency in Spanish a plus.

If you are interested and meet the outlined qualifications, you can apply for this position by emailing your resume and cover letter to [SDurda@chnhousingpartners.org](mailto:SDurda@chnhousingpartners.org) or via the following link <https://chnhousingpartners.org/employment-application/> .  
M/F/V/D/EOE