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**Digital Navigator Position Description**

**Program Objective:** To increase digital literacy among older adults in the Durham community in conjunction with Durham Meals on Wheels and work towards digital equity.

**Volunteer Position Description**

The Triangle Nonprofit and Volunteer Leadership Center (TNVLC) and the Duke University Bass Connections Help Desk team are collaborating to create a Digital Navigator program. This program will improve digital literacy among older adults and others in need in the Durham community.

The role of a digital navigator will be to provide technological assistance to older adult members of the Durham community in partnership with Durham Meals on Wheels and help guide them through the use of essential online resources (i.e. email, social media, video communication). The digital navigator will also assist with phone or smartphone use. As a volunteer of this program, you are expected to commit 2 to 6 hours per week to help older adults with their technological needs until May 2021.

**Preferred Skill Set**

An ideal volunteer will possess the following skills:

* Familiarity with technology- Any past experience with technology is highly recommended.
* Communication Skills- Volunteers should be able to provide clear explanations on subjects that may be unfamiliar to others.
* Ability to help others- Volunteers should have past experiences assisting others in some form.
* Problem solving- Volunteers should possess strong problem-solving skills and be able to approach issues from multiple angles

**Additional Competencies**

A successful volunteer will also exhibit these characteristics:

* Empathy
* Flexibility & Adaptability
* Patience
* Active Listening
* Creativity
* Reliability
* Respect

For questions, please contact [debalina@thevolunteercenter.org](mailto:debalina@thevolunteercenter.org)