



SEEKING INDEPENDENT CONTRACTOR SERVICES

Digital Navigator

Overview

Falmouth Community Television (FCTV) has been awarded a grant by the Town of Falmouth to lead the Digital Equity Project, an initiative designed to expand digital inclusion across the community. Through collaboration with local partner organizations, the project will increase access to affordable internet and devices, establish supervised computer-access satellite locations, and provide targeted digital literacy training for residents who have historically faced barriers to fully participating in the digital world.

As part of this initiative, FCTV is seeking a highly motivated and skilled part-time independent contractor to serve as Project Manager for the Digital Navigator Program.

Working closely with FCTV staff and a network of community partners, the Digital Navigator will design and guide the implementation of digital literacy training, coordinate technology-supported learning opportunities, and serve as a trusted resource to help residents gain the skills, confidence, and access needed to fully and safely participate in today's online world.

This is a contractor position, part-time at 30 hours per week, working under the supervision of the Production & Education Manager. The contract is funded through September 30, 2026, with the potential for extension contingent upon additional grant support.

Scope of Work

Partner support and oversight

- Assess equipment and technology needs at all participating sites.
- Recruit, train, and supervise volunteer assistant navigators.
- Coordinate with community partners to conduct outreach and connect eligible residents with digital navigation services.
- Oversee delivery of digital navigation services and workshops at satellite locations.

Client & Community Support

- Engage clients seeking digital assistance or referred by FCTV staff or partners.
- Assess each client's device access, internet needs, and digital skill level.
- Establish service goals and create individualized learning plans.
- Provide one-on-one coaching on devices, internet use, online tools, and essential digital tasks.
- Deliver continued support in person or through email, phone, text, or video chat.

Connectivity & Device Assistance

- Advise clients on free or low-cost internet options and application processes.
- Assist with basic device navigation, account creation, and online safety.

Training, Education & Outreach

- Recruit, train, and deploy volunteers as certified Assistant Digital Navigators.
- Collaborate with FCTV's Production & Education Manager to develop standardized, accessible, multilingual curricula, operating procedures, and all required program forms.
- Provide one-on-one and small-group digital skills instruction to digitally disadvantaged populations, including seniors, veterans, low-income residents, and others.
- Deliver presentations and support community outreach to raise awareness of Digital Navigator services.
- Support the production of short multilingual instructional videos.

Fulfill Contractual Obligations

- Manage the implementation of the Town-funded Digital Equity Project.
- Lead program delivery across multiple partner sites.
- Oversee volunteer Digital Navigators and coordinate activities with partner organizations.
- Support development of curriculum, outreach strategies, required forms, and program evaluation tools.
- Serve as project manager to ensure all milestones, deliverables, documentation, and reporting requirements are completed on schedule.

Program Documentation & Support

- Maintain accurate client records, track progress, and document services provided.
- Prepare regular reports on program outcomes, community needs, and site activities.
- Coordinate with FCTV staff to integrate digital inclusion efforts into existing programs.
- Maintain volunteer documentation, check-ins, and service logs.
- Track and report on all project deliverables, including navigation hours, workshops, and media outputs.
- Conduct pre- and post-assessments to measure skill gains and program impact.

Skills

Required Education, Skills and Experience

- Demonstrated project management experience with the ability to meet deadlines.
- Strong digital literacy skills, including proficiency with computers, mobile devices, and common internet tools.
- Ability to explain basic technology concepts clearly, patiently, and accessibly.
- Excellent organizational skills and the ability to manage multiple clients and tasks simultaneously.
- Ability to troubleshoot and resolve routine technical issues to support smooth program operations.
- Proficiency with productivity and collaboration tools (e.g., Microsoft Office Suite, Google Workspace), as well as comfort navigating essential online systems such as banking, civic services, and healthcare portals.
- Strong communication and interpersonal skills to guide, support, and collaborate with volunteer navigators.
- Experience in training, supervising, or coordinating volunteers.
- Ability to develop or assist in creating curricula, instructional materials, or learning resources.
- Experience with data collection, documentation, and record keeping.

Other Job Requirements

- Ability to work both independently and as part of a team.
- Proven ability to build and maintain positive working relationships with colleagues, clients, and community partners.
- Valid driver's license and reliable transportation.
- Successful completion of a CORI (Criminal Offender Record Information) check.
- Strong problem-solving and troubleshooting abilities.

Compensation

- **\$35 per hour**
- **Contractor position, part-time (30 hours per week), funded through September 30, 2026**

How to Apply

Interested candidates are to send their resume, and three written letters of reference to:

Debra Rogers, Executive Director/CEO

310E Dillingham Ave.

Falmouth, MA 02540

Applications will be accepted via email to: deb@fctv.org

Falmouth Community Television encourages individuals from diverse backgrounds to apply.