



Digital Inclusion and Connectivity Program Assistant

Position Logistics:

Location: Remote volunteer position with some in-person coaching opportunities. (Boise, Idaho IRC location: 7291 W Franklin Rd, Boise, ID 83709)

Start Date: September 2020

Time Commitment: 4-6 months minimum, longer term preferred

Work Hours: 5-15 hours per week, flexible, with willingness to work outside of business hours as needed

This position reports to: Senior Economic Wellbeing Programs Coordinator

Where to apply: <https://www.rescue.org/volunteer-opportunities/boise-id>

Please submit a resume and cover letter

Important Note: This is a volunteer position.

Background:

The IRC is an international non-profit that responds to the world's worst humanitarian crises, helping people survive and rebuild their lives, leading the way from harm to home. Since the Boise office opened in 2006, IRC Boise has resettled over 3,600 refugees and asylees, and provided aid to the broader Boise community.

Scope of work:

The Employment & Economic Wellbeing team supports refugees to become economically self-sufficient. The team provides early employment and career development services. The Digital Inclusion and Connectivity Program Assistant will work on the Education Coordinator, within the Employment & Economic Wellbeing team, promoting digital inclusion and encouraging clients with digital skills acquisition.

Project Description:

The Digital Inclusion and Connectivity Program Assistant will help the Economic Wellbeing team support refugee individuals and families by providing clients with devices, tech support, **IRC is an Equal Opportunity Employer IRC considers all applicants on the basis of merit without regard to race, sex, color, national origin, religion, sexual orientation, age, marital status, veteran status or disability.**



and general digital literacy education through remote channels. The Program Assistant's help will enable clients to achieve digital connectivity and inclusion and access remote programming. The role will include providing digital skills training such as navigating a newly received device, downloading a helpful smartphone app, and connecting their device to the internet. Education and tech support provided will need to be documented. This is an opportunity for individuals to act as both a mentor and guide in navigating a new community and creating a safe space for the family to learn and improve in their technology use and English skills.

Responsibilities:

- Assist with the development and implementation of digital inclusion initiatives and integration of client relevant resources;
- Document assistance provided in collaboration with Digital Skills Specialist;
- Develop volunteer-led opportunities to support refugees cultivation of digital skill-sets,
- Research potential partnerships with organizations and corporations to gain access to low-to-no cost technology resources for refugees and asylees.
- Create content to recognize partnerships through social media and newsletter posts.
- Other duties as identified by Senior Economic Wellbeing Programs Coordinator

Qualifications:

- Experience with wi-fi modem set-up and cell-phone based tech support
- Ability to provide one-on-one and group digital skills instruction remotely and at doorsteps, taking necessary COVID-19 precautions
- Language skills in Arabic, Burmese, Dari, Farsi, French, Kinyarwanda, Spanish, Hindi, or Swahili are a plus

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