



Jewish Family Services helps individuals and families achieve economic self-sufficiency and emotional stability. Supporting the Central Ohio Community since 1908, Jewish Family Services helps people find good jobs and companies find the right talent; supports seniors and caregivers in navigating the challenges of aging; connects people to community resources; empowers family self-sufficiency through financial counseling; and provides opportunities for volunteers to give back.

We welcome individuals of all faiths, races, ages, economic circumstances, sexual orientation and gender identities. Our dedicated and talented staff reflects the diverse communities we serve.

## DIGITAL COACH

The Digital Coach provides individualized or small group assistance to clients and community members who need affordable home internet service, affordable internet-capable devices, and/or coaching in introductory digital skills in order to become effective home internet users. The Digital Coach's work is part of Jewish Family Service's efforts to bridge the digital divide for unconnected and under-resourced groups and neighborhoods.

This is a full-time (37.5 hours per week) position; pay is commensurate with experience. Work hours may vary beyond traditional business hours to meet the needs of those we serve.

### Preferred Qualifications

- Demonstrated customer service experience
- Task and goal oriented with experience managing individualized work as part of a larger team and/or initiative
- Experience teaching people new skills and problem-solving with others
- Excellent communication skills, including the ability to establish trust with clients of varied educational and cultural backgrounds
- Ability to understand and clearly communicate basic technological concepts related to internet services, computer and device characteristics, and common online services and applications
- Ability to creatively solve problems and demonstrate innovation and flexibility
- High school diploma or equivalent work experience
- Demonstrated experience with continuous learning and eagerness to embrace the challenge of learning new tools, software and technology
- Demonstrated knowledge of and support for Jewish Family Services' mission, value statements, service standards, confidentiality standards, and policies and procedures

### Essential Job Responsibilities

- Regularly visit outreach sites across the city for onsite service delivery
- Provide one-on-one digital literacy support through in-person, phone, and online interactions; may include occasional facilitation of small groups
- Discuss with each client their home internet access, technology experiences and their devices
- Collaborate with clients to establish individualized plans that meet their needs as effective digital citizens
- Advise clients about free or affordable home internet service options for which they may qualify, assist clients to apply for services they choose, and support their efforts to secure service
- Advise clients about available affordable computers or other internet-connected devices and support their efforts to apply for device distribution programs or device repair services
- Coach clients to use their home internet services to meet their internet use priorities
- Access and develop digital skills training, both independently and with a cohort of community partners
- Make referrals to sources of additional digital literacy skill training
- Track each client's progress and types of requests, keep accurate and timely records, and report outcomes as required

Jewish Family Services has a mandatory COVID-19 vaccination policy, available on request.

To apply, please send resume and cover letter to [hire@jfs-columbus.org](mailto:hire@jfs-columbus.org),  
Attn: Elizabeth Enck, Manager of Training



# JEWISH FAMILY SERVICES

## **WE BELIEVE**

that we should treat ourselves and each other with dignity and respect.

## **WE BELIEVE**

that all people, no matter how different, are connected.

## **WE BELIEVE**

that people should feel safe in their homes and community.

## **WE BELIEVE**

that we have a communal responsibility to stand up for each other, especially for those among us who are vulnerable.

## **WE BELIEVE**

that we should speak honestly, straightforwardly and respectfully.

## **WE BELIEVE**

that we should respect and accept our neighbors as ourselves.

## **WE BELIEVE**

in being fully engaged and “all in.”

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