



Job Title: Digital Access Associate (Grant Funded)	Annual Salary: \$17.00 per hour
FTE: 0.5 (20 hrs. a week) Reports To: Community Health Manager	Last Update: July 2026 Classification: Exempt

Empower House SA provides community health services, youth development programs, and advocacy opportunities that are transformative and empowering for women and girls of color. We envision a world where all women and girls are empowered to transform themselves, their families and their communities.

The ideal candidate for this position can share their passion for grassroots community transformation and connect their volunteer or professional experiences to our mission. Our organizational philosophy is based on understanding the implications of the intersections of sexism, racism, and other forms of oppression for women and girls. Women, people of color, LGBTQ, and nonbinary individuals are strongly encouraged to apply.

Empower House is seeking a part-time Digital Access Associate to support community members in accessing technology resources and building confidence with digital tools. This role will primarily support operations at the Donaldson computer station, providing welcoming, hands-on assistance to community members with diverse backgrounds and levels of digital experience.

The Digital Access Associate will assist community members with basic technology needs, including computer setup, internet access, navigating online resources, and developing foundational digital skills. The role will provide one-on-one support, help maintain an organized and accessible computer station, and work closely with the Digital Connector to ensure participants receive consistent and effective support.

In addition to providing direct technology assistance, this role will support outreach efforts to increase awareness of digital resources and opportunities available through Empower House. The Digital Access Associate will help create a positive, inclusive environment where community members feel comfortable learning and using technology.

Key Responsibilities:

- Welcome and assist community members using the Donaldson computer station.
- Provide one-on-one support with basic computer skills, internet access, email, online accounts, and digital tools.
- Assist with setting up computers, printers, and other technology resources.
- Support community members with accessing online resources for education, employment, healthcare, and other needs.
- Provide patient, culturally responsive assistance to individuals with different levels of technology experience.

- Support device distribution activities, including setup, participant assistance, and basic troubleshooting.
- Assist with outreach efforts to increase awareness of digital literacy services and technology resources.
- Work closely with the Digital Connector to support program goals, participant engagement, and service delivery.
- Maintain accurate participant records and service documentation using program systems, including Salesforce and JotForm.
- Support a welcoming and organized computer station environment.
- Attend trainings, staff meetings, and other program-related activities as needed.
- Perform other duties as directed.

Preferred Skills and Qualifications:

- Experience providing customer service, community support, or technology assistance.
- Intermediate to advanced computer skills and ability to learn new technology tools.
- Ability to explain technology concepts in a patient and approachable manner.
- Strong communication skills and ability to work with community members from diverse backgrounds.
- Ability to provide patient, supportive, and culturally responsive assistance to community members with varying levels of digital experience.
- Ability to maintain accurate documentation and follow program procedures.
- Spanish fluency is highly valued and preferred.
- Experience working in community-based settings is preferred.
- Training will be provided on program systems, tools, and digital literacy resources.

Communication:

- Uphold the Empower House values of Solidarity, Empathy, Collaboration, and Creativity.
- Maintain positive and professional relationships with community members, visitors, partners, and staff.
- Contribute to a collaborative, respectful, and team-oriented work environment.
- Participate in community outreach efforts and share program information with community members.
- Support the coordination and implementation of outreach activities, program meetings, and events.
- Assist with event logistics, including material preparation, registration, setup, clean-up, and other related tasks.
- Collect, track, and enter program data accurately and in a timely manner.
- Perform other duties as assigned.

Qualifications:

- High school diploma or equivalent required; associate degree or additional education preferred.
- Strong verbal and written communication skills with attention to detail.
- Bilingual in English and Spanish preferred.
- Commitment to serving diverse communities with a racial justice and equity lens.
- Ability to work independently while also collaborating effectively with the Digital Connector and Empower House team.

- Experience providing customer service, community support, technology assistance, or working with diverse populations preferred.
- Reliable and dependable, with the ability to maintain consistent hours and support computer station operations.

Empower House provides equal employment opportunity (EEO) to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state, or local law. Empower House will provide reasonable accommodation for qualified individuals with disabilities.

Submit cover letter and resume to bleal-hallam@empowerhousesa.org