**Computer Training (Digital Navigator) Volunteers**

**Program Objective:** To increase digital literacy among older adults in the Durham community.

**What is a Digital Navigator?** A **Digital Navigator** is a **trusted, one-on-one guide** who provides personalized technical support to help participants confidently use technology to access vital resources and stay connected. This includes:

* **Essential Services:** Telehealth, government benefits, and online banking
* **Communication:** Email, video calls (Zoom, FaceTime), and social media
* **Device Skills:** Basic navigation, internet safety, and file management

**Commitment & Training**

We ask for a minimum commitment of **4 hours per week**.

* **Training:** You will receive comprehensive training developed by TNVLC including our structured curriculum and specialized coaching on effective communication. **Training for all Navigators will be via Zoom-Dates TBD.**
* **Certification:** Volunteers who successfully complete the training will become **TNVLC Certified Digital Navigators.**

**Preferred Skill Set**

An ideal volunteer will possess the following skills:

* Familiarity with technology- Any experience with technology is highly recommended
* Communication Skills- Able to provide clear explanations on subjects that may be unfamiliar to others
* Ability to help others- Past experiences assisting/training others
* Problem solving- Possess strong problem-solving skills and be able to approach issues from multiple angles

**Additional Competencies-** A successful volunteer will also exhibit these characteristics:

Patience

Empathy

Adaptability

Creativity

Reliability

Respect

**Upcoming Training Info for the next Community Training Sessions**

* All sessions are IN-PERSON
* Location for all sessions: Durham Center for Senior Life- 406 Rigsbee Avenue, Durham, NC 27701
* Training times for all sessions: 2pm-4pm
* Training Dates:
* Cohort 1 Tuesday 9/9 and Tuesday 9/16
* Cohort 2 Thursday 9/11 & Thursday 9/18
* Cohort 3: Tuesday 9/23 & Tuesday 9/30
* Cohort 4: Thursday 9/25 & Thursday 10/2

**Digital Navigators will need to commit to at least one cohort (two sessions/4 hours)**