



Help Little Brothers-Friends of the Elderly (LBFE Boston) expand our tech access and equity program, Digital Dividends! LBFE Boston is hiring a second Digital Dividends Program Manager (DDPM). Both DDPM's will partner and collaborate to oversee and manage our Digital Dividends program. We're looking for a community organizer, technology instructor, and intergenerational enthusiast to join our lean team and build a city-wide intergenerational training program for older adults living in public/affordable housing.

We offer competitive salaries, generous PTO and benefits, a supportive and transparent work environment, and an opportunity to do meaningful, asset-based work throughout Boston.

LBFE Boston builds communities that span generations and cultures to prevent and relieve isolation and loneliness. We bring younger and older adults together through weekly intergenerational programs to create lasting friendships, improve quality of life, and challenge ageism.

For almost ten years, LBFE has used intergenerational programs as a space to address the digital divide among Boston's older adults living in public and affordable housing. The COVID19 pandemic brought into stark focus the necessity of addressing the inequity that lack of access to affordable devices and internet connectivity, as well as culturally and linguistically appropriate tech training, represents. The Digital Dividends program is building a city-wide tech training program for older adults in senior housing. Through our relationships with college and university service-learning and community engagement programs, we're creating a sustainable, multilingual, and multicultural intergenerational community that addresses the digital divide among low-income older adults. LBFE also works with high school youth in the summer months through various Boston youth career development programs. Since our main volunteer base is college students from local Boston universities, our program sessions operate largely by the academic calendars of the universities we partner with (Fall program sessions run October to December, Spring program sessions run February to May); however, we do still have a Summer program session with a smaller number of weekly programs running from July to August.

The ideal candidate will have experience with service-learning and/or community engagement programs, or long-term volunteer work (i.e., AmeriCorps) with youth and young adults. Additionally, they will be enthusiastic about working with older adults in an intergenerational context and will be comfortable in multicultural and multilingual settings.

The DDPM will be joining a team of 6 full-time staffers and 4 full-time Northeastern Co-ops.

**TITLE: DIGITAL DIVIDENDS PROGRAM MANAGER**

**REPORTS TO: PROGRAM DIRECTOR**

**DIRECT SUPERVISOR OF: NU CO-OPS, INTERNS, 20-30 STUDENT PARTICIPANTS**

**HOURS: 40HRS/WK, OCCASIONAL WEEKENDS AND HOLIDAYS**

**SALARY: 48,000-54,000**

**LOCATION: Hybrid schedule, in consultation with supervisor. We anticipate that the Program Manager will spend the majority of their time in the field with regular office hours for program preparation, student supervision, staff meetings, trainings, etc.**

**POSITION SUMMARY:**

The Digital Dividends Program Manager will be instrumental in the expansion of Digital Dividends, and will: create and maintain relationships with staff and residents in participating buildings; engage strategic community partners; recruit, train, place, and support volunteers, students, and co-ops/interns; recruit and support older program participants; coordinate the distribution and tracking of computer equipment (ie, laptops, tablets, and hotspots); facilitate and lead digital trainings in public/affordable senior housing and senior centers around Boston.

**MAJOR DUTIES:**

**75%** With support from LBFE program staff and community partners, identify 7 to 10 buildings to participate in Digital Dividends expansion and facilitate/lead classes at those buildings during program session periods; recruit 10 to 15 residents per building; train, coordinate and support 25 to 30 student participants at the beginning of each academic semester. Manage distribution and tracking of computer equipment in each building. Manage Digital Dividends data collection and participate in program evaluation efforts. Coordinate, collaborate, communicate with LBFE's CitySites (CS) Program team to ensure both intergenerational programs are successful.

**10%** Showcase the impact of LBFE's programming and promoting change across other Greater Boston aging services providers by participating in professional development programs including DEI initiatives, professional networking groups, presenting at local and statewide conference presentations.

**MINOR DUTIES (15%):**

- Plan content and contribute to LBFE's social media and other publications as requested. Assist the Communications and Development team in facilitating media coverage at program sites.
- Support social media posts by sharing positive stories of impact from participants and photographs from CitySites weekly to the team/Shared Drive
- Participate in special events, such as our holiday parties, LBFE's Annual Gala, community Mix and Mingle events, etc.
- Participate in planning/strategizing program expansion as needed
- Report monthly program statistics

- Participate in professional development programs including DEI initiatives, professional networking groups, conference presentations
- Support LBFE's DEI Goals
- Perform other duties as assigned

#### **JOB REQUIREMENTS:**

- Create, facilitate, lead and support tech curriculum in public/affording senior housing and senior centers around Boston daily – there will be around 2–3 programs each weekday afternoon that the DDPM will attend. DDPM will be expected to lead and/or support student Team Leaders as they lead and create social activities based on feedback from younger and older program participants.
- Interest in working with older adults and youth participants
- Desire to bridge the digital divide for older adults
- Commitment to dispelling ageist assumptions about older adults and technology
- Experience with intergenerational programs, service-learning, and/or volunteer programs
- Comfort in using and/or willingness to learn Boston's public transit system to go to multiple programs on weekday afternoons
- Experience and/or interest in working with people who speak another language or are from another culture
- Comfort with technology and a working knowledge of common online interfaces, ie, G-Suite, MS 365, Slack
- Ability to build relationships and provide excellent “customer service”
- Willingness to work flexible hours – occasional nights and weekends
- Strong organizational and communication skills
- Empathetic and supportive teammate and co-worker
- Eagerness and excitement in building relationships in the community
- Enthusiasm in fostering conversations among and between generations
- College degree preferred, but not required
- Mandarin, Cantonese, Russian, Spanish, Cape Verdean, or Haitian Creole fluency highly desired but not required

Please submit your resume and cover letter explaining why you are interested in this position to [jobs.bos@littlebrothers.org](mailto:jobs.bos@littlebrothers.org). No phone calls please.