



Position Description: American Connection Corps (ACC) Member

Host Site: Berkshire Regional Planning Commission

Position Title and Information:	Berkshire County Digital Navigator 1700 Hours Full Time, 35-40 hours per week
Host Organization Location, in format: <i>STREET ADDRESS</i> <i>CITY, STATE, ZIP CODE (plus 4 digit extension)</i> <i>COUNTY</i>	1 Fenn Street, Suite 201, Pittsfield, MA 01201-6278 / Berkshire County
Service Site Location, in format: <i>STREET ADDRESS</i> <i>CITY, STATE, ZIP CODE (plus 4 digit extension)</i> <i>COUNTY</i>	1 Fenn Street, Suite 201, Pittsfield, MA 01201-6278 (Primary Site) (Secondary Sites: Sept-Dec 2026) Stockbridge Housing Authority: 5 Pine Street, Stockbridge, MA 01262- 9709 / Washington Housing Authority: 35 Adams Road, Williamstown, MA 01267-2963 / *Future secondary sites potentially in Pittsfield and North Adams.
Reports To, in format: Immediate Site Supervisor Name: Office Phone Number: Cell Phone Number: Email: Supervisor Address (if different from where AmeriCorps Member will be serving):	Wylie Goodman (September 2026-December 2026) - 413-442-1521 ext. 16 -wgoodman@berkshireplanning.org Jaymie Zapata (January-September 2027) - 413-442-1521 ext. 40 -jzapata@berkshireplanning.org Krystal Bartley (September 2026-September 2027) - 413-442-1521 ext. 39 -kbartley@berkshireplanning.org (Secondary Supervisor)

HOST ORGANIZATION WEBSITE: <https://berkshireplanning.org/>

POSITION SUMMARY

BRPC seeks an AmeriCorps member for a full-time position starting in September / October 2026 to support critical digital accessibility and skill needs across the county. The role involves three distinct and varying roles: Supporting BRPC's Economic Development Program to teach digital skills to low-income and older adults at two housing authorities through classes and 1:1 support. // Supporting BRPC's Public Health Program to understand the digital and community support needs of older adults, people in active use/early recovery from substance use disorder, and lower-income adults, including those experiencing homelessness. // Supporting BRPC's Human Resources Administrator to evaluate and, as needed, redesign reports and plans created by the agency that are currently online to ensure ADA digital accessibility.

ESSENTIAL FUNCTIONS

A bulleted list of key responsibilities, activities, and tasks the ACC Member should accomplish during their term of service, including any quantifiable performance goals and objectives.

Note: Items on the list of [AmeriCorps Prohibited Activities](#) as well as the [requirements related to supplementation, duplication or displacement of staff](#) are not allowable ACC Member activities.

Host Site Specific Activities:

Economic Development: Participate in a 5-week online training to be certified in the American Association of Retired Persons' (AARP) Older Adult Technology Systems (OATS) curricula. Deliver OATS curricula to housing authority residents through presentations, hands-on workshops, and 1:1 technology support to help them learn to use their existing devices (e.g., phones, computers) and become proficient with new iPads awarded through a state grant. Liaise with housing authority directors and resident coordinators to report on progress and discuss challenges. Document successes, challenges, and lessons learned for required mid-point and final reports to the funder and draft a sustainability plan that includes potential grants the housing authorities can pursue after the grant ends.

Public Health: Conduct a series of stakeholder interviews with the staff of libraries, councils on aging, recovery centers, and similar about what their patrons/members might need in terms of digital skills, resources, and support. Prepare a short analysis and summary of findings from the stakeholder interviews about perceived digital and community support needs of priority populations. Establish a schedule of on-site digital navigation hours in response to stakeholder needs and schedules. Develop population-specific digital literacy guides or presentations based on stakeholder needs (as applicable).

Administrative Responsibilities: Complete assigned accessibility training and review additional materials as needed. Remediate digital materials from BRPC's website and archives to meet accessibility standards. Support the development and maintenance of internal guidance for accessible content creation. Track, document, and report progress on the remediation process. Assist with the identification of materials for archival or disposition without remediation in accordance with municipal record retention guidelines.

Agency Responsibilities: Participate in weekly supervision with applicable leadership staff to discuss challenges and successes and strategize next steps. Attend bi-weekly BRPC staff meetings to learn how the regional planning agency functions overall.

ACC Program Activities (REQUIRED FOR ALL):

- Conduct an initial listening tour in the first 1-2 months to assess community needs by hosting individual or group conversations with community members that represent the diverse range of demographics present in your community.
- Complete bi-weekly timesheets and monthly impact reports.
- Meet monthly 1:1 with your designated ACC Program Coordinator.
- Complete key training modules and certifications, including On3Learn eCourses.
- Attend required ACC meetings and trainings, including bi-weekly Pods, quarterly training retreats, and Life After LFA webinar series.

- Lead event planning and implement activities for two National Days of Service in your local area for both MLK Day of Service (January) and AmeriCorps Week (March).
- When applicable, recruit and coordinate local community volunteers to ensure buy-in and long-term sustainability of your projects.
- Serve productively and effectively across service environments and adhere to LFA, host site, and AmeriCorps policies and procedures.
- Meet AmeriCorps service hour benchmarks and complete the full term of service as indicated in the Member Service Agreement.

COMPETENCIES

- The knowledge, skills, and abilities required to perform the service activities described in the position description. This includes both required and preferred qualifications.
- Required knowledge, skills and abilities for all ACC AmeriCorps Members: Comfortable speaking to groups and giving short presentations on a topic; researching complex topics; facilitating meetings and discussions; attending virtual and online events; good written and verbal communication skills (including phone and email), and possess basic skills related to Excel/Google sheets and notetaking.

Additional Host Site Specific Competencies:

Minimum Qualifications

- Experience with public outreach and engagement
- Strong attention to detail
- Ability to manage tasks and time independently
- Ability to follow written guidance and communicate questions or issues clearly
- Willingness to be a team player
- Ability to responsibly and professionally represent BRPC with external partners
- Comfort with writing and public presentations
- High level of digital proficiency, including ability to quickly learn and navigate new software and tools
- Proficiency with Microsoft Word and Adobe Acrobat
- Interest in teaching digital skills to under-resourced populations

Preferred Qualifications

- Interest in digital equity, accessibility, and/or public-sector work
- Related coursework or similar exposure to digital skills and accessibility
- Ability to review materials against defined standards
- Familiarity with the Microsoft Office Suite and/or the Adobe Suite, including accessibility tools or other related resources
- Familiarity with WordPress, SharePoint, and Canva
- Enrollment in or completion of a bachelor's degree program
- Interest in developing skills in grant execution and management
- A writing sample is appreciated

ELIGIBILITY REQUIREMENTS

To serve in AmeriCorps, you must:

- Be 17 years of age or older (no upper age restriction)
- Be a U.S. Citizen, U.S. National, or Lawful Permanent Resident
- Possess a high school diploma or GED equivalent
- Pass a National Service Criminal History Check (NSCHC) that includes: an FBI fingerprint check, a National Sex Offender Registry check, and state-specific criminal history checks for both the State of Service and State of Residence.
- Not hold other full-time employment; other obligations should be temporary or part-time in nature and must not interfere with the program schedule and requirements (i.e. 35-40 hours/week, training dates, etc.). (ACC Program specific requirement)
- Not be enrolled in a full-time Undergraduate or Professional degree program during the term of service. (ACC Program specific requirement)
- Agree to maintain full healthcare coverage during the entirety of the term of service, recognizing that LFA provides healthcare coverage to all full-time Members that are not otherwise covered.

BENEFITS

Full-time Members Receive:

- \$33,000 stipend
- Medical, Dental, and Vision coverage (available to those who are not already enrolled in Medicaid or other State plan, a spouse's plan, or a family member's health care plan)
- Student Loan Forbearance and Interest Accrual Payments (for most Federal loans)
- Childcare Support
- Upon successful completion of AmeriCorps term of service, eligible to receive Segal AmeriCorps Education Award of \$7,395 that can be applied to current educational expenses at eligible institutions or to repay qualified student loans.

Training

- ACC Orientation & Leadership Training
- Winter Training Institute with your cohort
- Scholarship opportunity to attend the National Digital Inclusion Alliance summit or a similar professional conference of your choice
- Graduation ceremony and summit

Support

- Monthly 1:1 calls with a dedicated ACC Program Coordinator to support your professional and personal goals and planning for the future.
- Regular virtual Zoom trainings and pod sessions with your cohort.
- Access to a Member Assistance Program for legal, financial, tax, and mental health resources.
- Opportunity to participate in LFA Mentorship Program to forge meaningful and lasting relationships with LFA Alumni and seasoned career professionals, receive invaluable insight, and flourish after term of service.

Alumni

- Financial incentives to further your education, including scholarships, discounts, and waivers, through Lead For America's partnerships with prestigious educational institutions across the country.
- Membership in a lifelong alumni network of talented, passionate, and dynamic leaders across the country.

This institution operates in accordance with Federal and AmeriCorps civil rights and non-discrimination requirements. This program is available to all, without regard to race, color, national origin, gender, age, religion, sexual orientation, disability, gender identity or expression, political affiliation, marital or parental status, genetic information and military service. All program documents, including compliance history information, may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g. Braille, large print, audiotape, American Sign Language), should contact us at ACCinfo@leadforamerica.org