



Digital Inclusion Project Manager Job Description

About Tri-County Cradle to Career Collaborative (TCCC)

TCCC's vision is that all children are embraced by our community as our own and supported to reach their full potential in school and in life, cradle to career. Our mission is to build collective power to transform education by changing systems to allow Black and brown children to achieve their goals. We have brought together a cradle to career network to address the persistent and systemic educational inequities in Berkeley, Charleston, and Dorchester counties. With the support of back-bone Team staff, we work to close the educational equity gaps at every stage along the cradle to career educational journey. Using the StriveTogether collective impact framework, we are aligning around a common vision, using data to hold each other accountable, taking collective action, and advocating for equitable, systemic change.

TCCC is dedicated to becoming an anti-racist organization. We have committed to examining how racism lives in each of us as individuals and in the fabric of our organization and its policies, culture, and traditions. We hold ourselves accountable to equitable and excellent outcomes in the tri-county region in which we work by providing consistent, transparent, and candid reviews to our staff, Board, and partners on our strategies and commitments. We are also committed to educating ourselves and taking action over time to grow an anti-racist organization. We come to this task with deep humility, knowing that we have much to learn.

We seek to create significant and deep impact in each of the 6 Cradle to Career milestone areas:

- Students will enter kindergarten ready to learn.
- Students will master critical math and literacy concepts in 3rd grade.
- Students will master critical math and literacy concepts in 8th grade.
- Students will graduate high school ready to succeed in college or the modern-day workforce.
- Students will enroll in a college or career program or obtain employment in the modern-day workforce.
- Students who enroll in college or a career program will graduate ready to enter the modern-day workforce.

Our backbone Team serves as a catalyst to unify and convene. We work in the space between systems to connect multiple entities into a seamless network of student support. We are process experts trained in results-based accountability, continuous improvement, complex systems change, equity, research, business operations, project management, communications, data strategy, human centered design, and group process facilitation.

Our backbone Team supports our partners and action networks focused on eliminating the disparities at each milestone. They report progress towards these milestone goals as well as support networks in identifying what intervention strategies are working to close the equity gaps. They encourage collective learning and continuous improvement. The Team is the "connective tissue" that holds the partnerships together and enables the educational equity eco-system to function more effectively and efficiently.



Job Description

This position is an incredible opportunity for a highly motivated individual to increase equitable access and adoption of broadband, technology, and skills throughout the tri-county region with a focus on marginalized rural and urban communities. Reporting to Director of Collaborative Action Networks, the Digital Equity and Inclusion Project Manager will serve as the Tri-County region's point person in a collective effort with community partners committed to developing and advancing coordinated community efforts to build scalable, sustainable models that achieve stated short, intermediate, and long-term outcomes.

The Project Manager will work closely with the Digital Inclusion Guiding Team to evaluate and document impact and best practices and share through its network of partners and affiliates. Additionally, the Project Manager will assess strategies of the pilot initiatives to address barriers, coordinate mutually reinforcing activities, work with community partners to build ongoing trust, communicate regularly and transparently, facilitate county program alignment with community organizations, nonprofits, and advocacy groups.

Key Areas of Responsibilities

- Serve as project manager for digital access efforts countywide, including project planning, monitoring, evaluation, reporting, budget development and management, and project team oversight.
- Lead outreach efforts to community-based organizations and residents.
- Lead and facilitate community stakeholder groups.
- Track policy movement of broadband access and infrastructure projects, initiatives, and challenges in the state of SC.
- Oversee stakeholder relations and collaboration.
- Lead workgroups and brainstorming sessions between both community groups/residents and TCCC
- Maintain communication and identify potential collaboration opportunities with private internet service providers.
- Collaborate and expand relationships with potential partners such as education, healthcare, public safety, workforce development, housing, houselessness, broadband, economic development, and technology advocates.
- Ensure real-time data to improve the development of the region's digital equity initiatives and priorities.

Duties and Responsibilities:

- Develop knowledge and expertise in digital inclusion work.
- Manage and coordinate contracts and grants with Digital Inclusion partners and funders to ensure compliance and outcomes.
- Build and cultivate relationships with community partners, host organizations, and grantees to ensure impactful participation in the program and adherence to grant goals and deliverables.
- Work closely with Trident United Way and organization staff to develop support mechanisms for Community Navigators and their host organizations.
- Support Community Navigators through site visits, virtual communication, and online meetings.



- Assist host organizations to identify existing local digital inclusion resources and gap areas.
- Document resident and community partner demographic info for input into TCCC CRM.
- Participate in community and partner meetings as needed.
- Coordinate with diverse sets of stakeholders to ensure all aspects of each project are aligned and driving toward shared vision, mission, goals, outcomes.
- Develop and manage a detailed project plan to monitor and track progress and ensure that all projects are delivered on-time, within scope and budget
- Manage the relationship with relevant stakeholders.
- Create and maintain comprehensive project documentation.
- Develop comprehensive project plans to be shared with partners, team members, and relevant stakeholders.

Education, Knowledge, and Experience Requirements

- Bachelor's degree or project management certification(s) with five or more years of relevant project management work experience, and track record of meeting or exceeding annual goals.
- Strategic thinker.
- Demonstrated experience working with low to moderate income families, BIPOC communities, community leaders, and local and municipal government leaders.
- Demonstrated experience and knowledge of equity, inclusion, and diversity practices.
- Ability to manage details and work independently.
- Impeccable written and oral communication skills.
- Outstanding interpersonal skills.
- Proficiency in Microsoft applications.
- General understanding of technology and digital issues.
- Familiarity with public education landscape in Berkeley, Charleston, and Dorchester counties.
- Familiarity with public education landscape in South Carolina.
- Familiarity with general technology and digital concepts.
- Proven working experience in project management.
- Excellent client-facing and internal communication skills.
- Solid organizational skills including attention to detail and multitasking skills.

Skills and Qualifications:

- Continually improve project processes and management.
- Ability to support local programs while also partnering with national organizations.
- Ability to learn a new field and share out those learnings.
- Ability to support partners in different localities with dexterity.
- Ability to adapt to unexpected situations, navigate difficult conversations, and adapt to rapid changes.
- Understanding of data collection, management, and analysis.



- Strong partnership management skills including the ability to develop, cultivate, and manage partner relationships.
- Ability to communicate project impacts, best practices, challenges, and lessons learned with a variety of audiences.
- Strong public speaking skills with the ability to give presentations and effectively communicate the goals and objectives of the program and promote digital equity.
- Excellent self-organization and cultural competency.
- Excellent telephone and online communication skills, including the ability to establish trust with partners of varied and diverse backgrounds.
- Ability to creatively solve problems and negotiate and handle stressful situations in a positive manner.
- Ability to work from home.
- Ability to travel for work.
- Ability to work independently and with limited oversight.

Position Competencies:

- **Cultural Competence:** Respects and works well with people of all backgrounds. Understands and invites diverse perspectives to the table and is sensitive to group differences. Views diversity as an opportunity. Challenges bias and intolerance.
- **Project Management:** Set and adhere to strict deadlines and operate well under pressure of quick turnarounds. Exhibit strong planning and organizational skills and demonstrate an ability to collaborate well with others.
- **Relationship Development:** Builds and grows lasting, transformational relationships at all levels. Internally works highly collaboratively with all members of the TCCC Team. Externally demonstrates an ability to cultivate and to grow both new and existing relationships among community to include working with low to moderate income families, BIPOC, and those with lived experience.

Benefits and Other Information:

We offer a unique, flexible work culture that is incredibly data-driven, results-driven, and mission-focused. TCCC's Team cares deeply about closing the opportunity gap in the tri-county region and you will have a chance daily to impact the lives of thousands of students on a small, but mighty Team. Here are a few important details:

- Compensation is commensurate with experience and expertise and is highly competitive.
 - We offer a flexible work schedule and remote working. This position does require some flexibility in hours with some night and weekend work.
 - This role may require regular travel throughout the tri-county area, so reliable transportation is necessary.
- We strive to be a learning organization, so we provide professional development opportunities as well as an annual staff retreat.
- The following benefit programs are available to eligible employees, subject to terms and conditions of each program:



- Holidays
 - 11 Paid Holidays
 - 2 Floating Holidays
- Paid Time Off (PTO)
 - 20 days PTO each fiscal year (160 hours)
- Volunteer Time Off
 - 1 day (8 hours) per quarter
- Bereavement Leave
- Jury Duty
- Witness Duty
- Workers Compensation
- Health, Vision & Dental Insurance
- Life and Accidental Death and Dismemberment Insurance
- Retirement Plan

Tri-County Cradle to Career Collaborative is an equal opportunity employer, hiring and promoting staff and providing equity training to individuals without regard to race, creed, ethnicity, gender, sexual orientation, marital status, national origin, age, or physical ability. Women, underrepresented minorities, people with disabilities and veterans are strongly encouraged to apply