Tennessee Immigrant and Refugee Rights Coalition

Position: Programs Coordinator

Full-Time Exempt Position. Based in Nashville. Reports to Integration Director

RESPONSIBILITIES

Resource Referrals:
- Manage the TIRRC Assistance Line, including training, scheduling and supervising volunteer team;
- Serve as the frontline response for all incoming calls, emails, and office visits;
- Respond to requests for information and referrals in-person and via phone and internet;
- Maintain updated referral guide of available resources and services, in-office and on TIRRC website;
- Track referrals and monitor activity for trends and rights abuses;
- Manage the software and technology used for the TIRRC Assistance Line;

English as a Gateway Initiative:
- Oversee English as a Gateway program to provide language education to English learners;
- Oversee class logistics, including securing locations, participant recruitment, and registration, and tracking participant information, engagement, and progress;
- Recruit and manage classroom instructors and volunteers;
- Oversee technology used in classrooms and technology loan program;
- Provide technical and mentorship support to classroom instructors, including availability to substitute teach as needed;
- Work in partnership with classroom instructors in the implementation of the program curriculum and daily lesson planning;
- Connect students with opportunities to continue learning and engage with the broader community;
- Recruit dues-paying members through interactions;
- Represent TIRRC in national convenings and collaborations with other English as a Gateway sites and assist in fundraising and grant reporting.

Volunteer Management
- Develop and expand a robust volunteer program to support TIRRC’s mission;
- Maintain accurate volunteer contact lists and provide information about ongoing opportunities for volunteer engagement;
- Coordinate volunteer groups in various TIRRC projects;
- Recruit volunteers and volunteer captains for annual InterNASHional Food Crawl;
- Work with staff team to identify volunteer needs across the organization;
- Develop and maintain a detailed volunteer engagement tracking system;
- Provide support and resources to all volunteers to ensure a positive experience with TIRRC.

QUALIFICATIONS
- Belief in TIRRC’s mission and experience with social justice;
- Fluency in English and in Spanish required;
- Ability to work on deadline, be very organized, and work with little supervision;
- Experience with project management and overseeing multiple projects preferred;
- Experience in social work or client support services;
- Data management and trauma-informed care experience preferred;
- Basic computer and internet skills; knowledge of Microsoft Office: Word, Excel required;
- Facilitation, teaching or classroom experience in a classroom preferred.
- Availability to work flexible hours, including some nights, weekends, and travel;
- Must have a car and valid Tennessee drivers’ license;

Immigrants, refugees, and people of color strongly encouraged to apply. To apply for this position, please send a cover letter and resume to jobs@tnimmigrant.org. Position open until filled.