Tennessee Immigrant and Refugee Rights Coalition

Position: Resource Coordinator


OVERVIEW

TIRRC seeks a Resource Coordinator who will work with staff on the Services Team to provide resources and referrals to community members impacted by the COVID pandemic. This position will be responsible for connecting community members who have either tested positive for the virus, or who have been affected economically as a result of the pandemic. The Resource Coordinator will work with the Community Navigators, as well as the Program Coordinator to make referrals for case management and direct financial assistance. This is a full time, temporary position which will end on December 23, 2020.

RESPONSIBILITIES

Resource Referrals:

- Respond to TIRRC Assistance Line by answering incoming phone calls, voicemails and text messages that focus on COVID-related issues.
- Maintain updated statewide referral guide of available COVID resources and services, in-office and on TIRRC website.
- Track referrals and identify COVID-related trends to determine needs and barriers of the community.
- Work with a team to suggest ideas and content for COVID-related informational materials to be distributed to the community by TIRRC staff members.
- Connect community members to available COVID resources both through TIRRC and the larger community.

EXPERIENCE

- Experience in social work or client support services.
- Experience in data management.
- Trauma-informed care experience preferred.

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.
- Ability to work independently and as part of a team.
- Basic computer and internet skills; knowledge of Microsoft Office: Word, Excel required.
- Ability to use online resources like Zoom, Google Hangout, Facebook, etc.
- Availability to work flexible hours if needed, including some nights, weekends.

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. Applications will be reviewed immediately; Position open until filled.