



## **AmeriCorps Resource Coordinator Job Description**

**Job Title:** Resource Coordinator  
**Location:** Knoxville, TN  
**Reports to:** Director of Outreach and Community Engagement  
**Status:** Exempt/ Part-time

**About Tennessee Valley Coalition to End Homelessness, Inc.:** Tennessee Valley Coalition to End Homelessness is a non-profit organization existing to house the homeless, educate the community, and equip stakeholders to provide lasting solutions to homelessness.

Tennessee Valley Coalition to End Homelessness' vision is to create a region where homelessness is rare and lasts less than 30 days. We believe that all individuals deserve access to safe, decent, and affordable housing.

Serving 12 rural counties in East Tennessee, TVCH utilizes strategic initiatives to address housing insecurity and provide resources to individuals experiencing homelessness, including public and private grants, private donations, partnerships with local governments and organizations, and physical donations.

### **Position Summary:**

The Resource Coordinator is a critical role within our organization, responsible for managing incoming calls from individuals experiencing or at risk of homelessness. This position involves returning calls from our homeless hotline and providing compassionate support, resources, and referrals to callers in need. The Resource Coordinator will work closely with our outreach team to ensure a seamless experience for those seeking assistance.

### **Key Responsibilities:**

- Answer and direct phone calls, text messages, and email requests to appropriate staff, and provide appropriate assistance and information for referral, service, and information request contact points following policies and procedures. This includes providing appropriate intervention for crisis/victim services/suicide calls following policies and procedures.
- Perform client intake, assessment, and data entry over the phone, email, or text message, enter all data into the HMIS database, and coordinate with TVCH case managers and other agencies in the Continuum of Care to connect potential clients with the appropriate case manager and direct services in a timely manner.
- Ensure that all data, including referrals, is documented and entered into the HMIS database in a timely manner in accordance with the TVCoC HMIS policies and procedures and guidance from the Data Management Department.

- Maintain accurate records of calls, assessments, and follow-up actions in the organization’s case management system.
- Collaborate with outreach staff to ensure timely support and continuity of care for individuals experiencing homelessness.
- Stay informed about available community resources, programs, and services to assist callers effectively.
- Participate in team meetings and training sessions to enhance skills and knowledge relevant to the position.
- Adhere to organizational policies and procedures, including confidentiality and data protection protocols.

**Qualifications:**

- High school diploma or equivalent; a degree in social work, human services, or a related field is a plus.
- Previous experience in a call center or social services environment is preferred.
- Strong communication and active listening skills.
- Ability to handle sensitive situations with empathy and professionalism.
- Basic computer skills and familiarity with case management software is a plus.
- Commitment to serving individuals experiencing homelessness and understanding the challenges they face.

**Working Conditions:**

- Primarily remote work, with the opportunity to work in office.

Please send your resume to [info@tvceh.org](mailto:info@tvceh.org) and utilize “Resource Coordinator” as your subject line. Anticipated interviews are the week of November 18

Service Term Details	Stipends, Awards, and Benefits:
<p style="text-align: center;"><b>HALF-TIME</b></p> <p style="text-align: center;"><b>900 hours</b> <b>Up to 52 weeks</b> <b>Avg. 20 hours/week</b></p>	<p style="text-align: center;"><b>\$519.23/biweekly</b> <b>Living allowance: \$13,500.00</b> <b>Education award: \$3,697.50*</b></p> <p style="text-align: center;"><b>Member Assistance Program (MAP) –</b> <b>Mental Health Services</b></p> <p style="text-align: center;"><b>Income Exclusion for Federal Benefit</b> <b>Programs</b></p>

