



JOB DESCRIPTION

Job Title: Program Coordinator: Volunteer Mentorship Initiative	Department: Life Services
Reports to: Director of Life Services	Job status: Exempt Salary Range: \$65,000-\$68,000 plus full benefit package

JOB SUMMARY

Applicants must be available for training on May 21-22, 2026 in Nashville, Tennessee

The Program Coordinator Position will be funded as an initial one year grant funded position with the opportunity to apply for two additional years.

The Program Coordinator of the Volunteer Mentorship Initiative is responsible for recruiting, interviewing, supervising and training volunteer mentors participating in the Tennessee Governor’s Faith-Based and Community Initiative, aligning and communicating the message of “Trust, Prepare, Champion.” The service area includes Shelby County and all of West Tennessee.

The Volunteer Mentorship Initiative is designed to create Mentorship programs at one or more of Tennessee’s 14 state prisons. HopeWorks, Inc. is a reentry organization offering programs in Shelby County Corrections facilities as well as operating Next Story, a twenty-bed reentry transitional home for men with justice involvement.

The Volunteer Mentorship Initiative (VMI) Program Coordinator will be responsible for recruiting 50 to 100 volunteers that will go into a Tennessee State Prison at least once per month to mentor a client over the period of one year. The source of the volunteer recruitment pool will be churches, civic organizations, community partners and anyone interested in mentorship located in or near the service area. In addition to recruitment and collaboration with community partners, the Volunteer Mentoring Coordinator will be responsible for ensuring volunteer and client success and achieving program goals, ensuring HopeWorks follows all grant guidelines, including required grant reporting. The Volunteer Mentoring Program Coordinator will work with the Director of Life Services to provide vision, direction and oversight for the Volunteer Mentorship Initiative, ensuring it aligns with the HopeWorks mission, vision and values and the message of “Trust, Prepare, Champion.”

The Program Coordinator can expect day travel throughout West Tennessee. The VMI Program Coordinator will be responsible for coordinating and implementing volunteer mentorship training, record keeping, and reporting to funding agencies as needed. The Program Coordinator must have the ability to strategically create plans to meet goals and objectives.

The Program Coordinator for the Volunteer Mentorship Initiative should model HopeWorks values and ethics central to the HopeWorks mission of “Hope in Christ”. To be effective in this position, one must be caring, empathetic, conscientious, confidential, culturally-sensitive, and client-centered. The VMI Program Coordinator should model and communicate the message of “Trust, Prepare, Champion.” This individual should adhere to professional standards as outlined by rules and regulations governing their profession.

Daily Functions and Responsibilities

General Operations

- Identify and create a recruitment plan that will strategically identify a volunteer pool for select prison locations in in Shelby County and West Tennessee.
- Ensure the fidelity of the Tennessee Governor's Faith Based and Community Initiative Volunteer Mentorship Program by modeling and communicating the message of "Trust, Prepare and Champion."
- Set recruitment goals and track progress
- Coordinate a service plan for each identified state prison and coordinate all required training including training and approved access for volunteers at each prison as well as orientation and mentorship training through HopeWorks.
- Plan and organize recruitment events, including church or site visits, logistical arrangements, purchasing supplies, event promotion, and scheduling. Act as the primary point of contact.
- Attend all Volunteer Mentorship Initiative nights at selected prison(s), welcoming and thanking all mentors and mentees. Administer required surveys.
- Create an environment that encourages and builds high volunteer morale and accountability aligning with the HopeWorks mission and supporting the grant message of "Trust, Prepare and Champion."
- Coordinate mentor application process, manage interviews, screening and placement processes.
- To the extent information is provided by the prison, assess individual needs of clients to create the most appropriate mentoring match.
- Direct all outreach to target populations. Manage and build relationships with a variety of stakeholders and partners, including businesses and other community organizations.
- Review and evaluate delivery of services on an on-going basis. Work with the Director to create all changes to improve service delivery and ensure program goals are being met.
- Develop and maintain relationships with corrections administrators.
- Implement recognition programs/opportunities to acknowledge volunteer mentor contributions.
- Attend all mandatory training associated with the VMI grant and attend weekly coordination calls with the VMI team.
- Other duties as requested.

Data and Reporting Management

- Ensure client records and files are maintained.
- Manage the volunteer/mentor database and maintain accurate records of client/mentor meetings.
- Provide monthly reports of activity between mentors and respective clients.
- Accurately track all volunteer hours by category, i.e., training, mentoring, etc., for reporting purposes.
- Ensure all funding agency reports are submitted on time.
- Ensure all funding agency policies and procedures are enforced and followed.
- Evaluate mentor engagement pre-participation, midpoint and at exit, tracking feedback for use in strategic planning.
- Evaluate client engagement pre-participation, midpoint and at exit, tracking feedback for use in strategic planning.

Staff Development

- Create continuous, measured improvement of mentors based on performance data.
- Collaborate with internal departments and external agencies to facilitate training.
- Ensure use of Leadr software in staff development, increasing user metrics and documented use in goal setting, key performance indicators, ongoing evaluation of employee performance and support of the HopeWorks strategic plan.

EDUCATION & RELATED WORK EXPERIENCE	
Education Level	
Bachelor's degree required. Master's degree preferred.	
Years Related Work Experience:	
Five (5) years' experience working in volunteer recruitment, sales, program building, marketing and internal and external team building. Experience providing staff training and building community support	

REQUIRED SKILLS AND KNOWLEDGE		
	REQUIRED	PREFERRED
Strong Leadership Skills	X	
Experience working with a team to achieve outcomes	X	
A strong command of computer skills (G-Suite, ZOOM, MS Word, Excel, and PowerPoint) is required	X	
Meticulous attention to recording and reporting accurate records/ data	X	
A strong, proven ability to analyze data and convert findings for reports	X	
Strong organizational and time management skills	X	
Excellent demonstrated written and verbal skills, reports and presentation creation in power point or related software.	X	
Able to travel: day and overnight travel to correctional facilities and meeting with community partners for the purposes of recruitment of mentorship volunteers	X	
Ability to work with staff across multiple departments	X	
Excellent interpersonal skills demonstrating an ability to establish a positive relationship with staff, community volunteers, donors, etc.	X	
Demonstrated ability to meet deadlines	X	
Ability to organize and create spreadsheets	X	
Demonstrated ability to work under pressure	X	
Must be able to answer multiple demands from multiple directions simultaneously in a strength-based manner.	X	
Able to prioritize matters of significance, and make decisions accordingly	X	
Deals with confidential information on a daily basis and must respect the nature of the data.	X	
Demonstrated track record in building a program, relationship building and goal attainment	X	

WORK ENVIRONMENT/PHYSICAL REQUIREMENTS

Able to Remain in a stationary position, often standing or sitting for prolonged periods. Able to work with distracting noise levels, such as from students and office equipment. Willing to work inside one or more correctional facilities.

The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. HopeWorks may change the specific job duties with or without prior notice based on the needs of the organization.

ACKNOWLEDGEMENTS

Creation Date: 04/2026

Revision Date:

Supervisor: I have approved this job description and reviewed it with my employee.

Signature:

Date:

Employee:

Name (Print) _____

I have reviewed this job description with my supervisor and acknowledge receipt.

Signature:

Date:

Human Resources:

Signature:

Date: