

South Cumberland Community Fund

Job Title: Community Health Worker (CHW) Coordinator

Location: Grundy County and Surrounding Area, Tennessee (with local travel)

Employment Type: Full-time (37.5 hours)

To apply, [click here](#).

Position Summary

The Community Health Worker (CHW) Coordinator is responsible for leading and managing the CHW program across the South Cumberland Plateau as part of the South Cumberland Health Mobility Project (LIFT Grundy), funded through the Tennessee Department of Health. This role includes program planning, oversight of CHW service delivery, and coordination, coaching, and support of the CHW team.

Community Health Workers (CHWs) are trusted community members who build relationships, connect people to resources, and help individuals navigate systems to support their health and well-being.

The CHW Coordinator will support a team of CHWs and ensure their successful completion of the Rural Health Association of Tennessee Community Health Worker apprenticeship, integration into clinic-based and transportation-based workflows, and long-term professional development. This position will model and reinforce best practices in health navigation, data tracking, and community-driven engagement.

The CHW Coordinator supports and guides CHWs in delivering services and connecting community members to resources but does not serve as the primary provider of direct services or provide full-time supervision.

The ideal candidate has experience both organizing programs and working directly in the community, and can manage big-picture planning while also handling day-to-day tasks.

Essential Duties and Responsibilities

Certification of Community Health Workers

- Serve as the liaison with CHW certification bodies and oversee enrollment, compliance, and progress tracking.
- Coordinate logistics for certification requirements.

Training and Professional Development

- Develop and implement training aligned with CHW core competencies and program goals.

- Lead or coordinate training sessions covering professional development, data collection, trauma-informed care, and other relevant topics.
- Conduct regular site visits, facilitate weekly team check-ins, coaching sessions, and skill-building activities to support CHW growth and performance.
- Support CHWs in staying informed about local resources, events, and referral pathways to strengthen community connections.

Program Oversight and Operations

- Schedule and monitor CHW assignments across clinical and community settings.
- Maintain shared tools for intake, patient follow-up, and service documentation.
- Track data and generate monthly reports on CHW activities and client impact.
- Support data collection efforts and reporting among partners involved in the health mobility network.
- Collaborate with site partners to align CHW work with organizational priorities and workflows.

Leadership and Community Engagement

- Represent the CHW program at local coalitions, partner meetings, and public events.
- Present information about the CHW program to partners, community members, and stakeholders, including facilitating meetings, trainings, or outreach events.
- Build and maintain partnerships with nonprofits, public health offices, clinics, and service providers to strengthen referral networks.
- Advocate for the role of CHWs in advancing health equity and addressing social determinants of health.
- Participate in regional planning, evaluation, and continuous improvement efforts as needed.

Supervisory and Coordination Responsibilities

- Provide coordination, guidance, and supportive oversight for 3 CHWs, including tracking progress toward apprenticeship requirements, online learning, and field-based competencies.
- Coordinate with site partners to ensure CHWs are effectively integrated into clinical and community settings and are well-positioned to support clients in accessing services and resources.
- Coordinate schedules, professional development, and ongoing support for CHWs based in multiple locations across the Plateau.
- Work in partnership with site supervisors and program leadership to support CHW performance and address challenges as they arise.
- This role provides program-level coordination and support rather than intensive, day-to-day supervision of CHWs.

Minimum Qualifications

Education and Certification:

- Associate's or bachelor's degree in public health, social work, or a related field, or equivalent lived and/or professional experience.

Experience:

- 2+ years of experience in community health, case management, social services, or related roles.
- Prior experience managing or mentoring staff or volunteers in health or human services settings.

Skills and Competencies:

- Strong planning and organizational skills with attention to detail.
- Strong communication skills, including the ability to listen well and communicate clearly with people from different backgrounds, experiences, and communities.
- Strong verbal communication skills, including comfort with public speaking, facilitating meetings, and presenting program information to a variety of groups.
- Ability to build trust and maintain relationships with community members and partner organizations.
- Ability to help organize training and support CHWs in learning new skills, including providing coaching and feedback.
- Proficiency in Microsoft Office, spreadsheets, and web-based case management or data tracking systems.
- Knowledge of HIPAA and data privacy standards.

Preferred Qualifications:

- Strong verbal communication skills, including comfort with public speaking, facilitating meetings, and presenting program information to diverse audiences.
- Strong preference for candidates with lived experience in or meaningful connections to communities across the South Cumberland Plateau.

Working Conditions

- Environment: Hybrid work setting, including office-based administrative tasks and field-based CHW supervision at partner sites.
- Travel: Regular in-county travel required; valid driver's license and reliable transportation necessary.
- Physical Demands: Requires walking, occasional lifting (up to 25 lbs), and prolonged periods of sitting or driving.

Position Classification

- Full-Time: 37.5 hours per week

- Salary Range: \$40,000 to \$50,000
- Benefits: Eligible for benefits including paid time off, retirement contribution, health savings account, and professional development support

Performance Review Process

Performance evaluations will be conducted annually by the LIFT Grundy Program Manager in consultation with site supervisors and the Executive Director of South Cumberland Community Fund and will be based on:

- Success in CHW coaching, certification, and retention
- Program fidelity and alignment with grant objectives
- Quality and timeliness of reporting
- Partner and CHW feedback