

Job Description

United Way of South Central Tennessee

Job Title: Launch Point Coordinator
Reports to: Director of Alice Programs
FLSA Status: Regular, Full-Time, Exempt, Grant-Funded Position
Date Revised: February 2026

POSITION SUMMARY: The Launch Point Coordinator provides oversight for Launch Point and Launch Point related activities. The coordinator is responsible for managing the program's Success Coaches who serve the clients, keeping the participants in the driver's seat, and being aware that clients are the experts on their own strengths and perceived challenges ahead. The Launch Point Coordinator also maintains relationships with Launch Point related partners and other support systems identified by the Launch Point program. The coordinator will assist with Launch Point and Launch Point related events, invoicing, and reporting.

Launch Point:

The Launch Point initiative connects local industry and community partners to help remove barriers for employees obtaining and maintaining living wage employment. Success coaches work with families to identify their goals, develop a plan and connect families to the unique resources needed to thrive. <https://www.yourlocaluw.org/launchpoint>

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Oversees Launch Point Success coaches and guides their work with program participants.
Ensures that coaches meet with clients on a regular basis, performing assessments, and measuring outcomes.
- Guides coaches to connect clients with needed available assistance and community resources through Success Coach weekly 1:1's and weekly case conferencing.
- Responsible for case audits and tracking of success coaches KPI's.
- Assist Director of ALICE Programs with outcome reports.
- Troubleshoots challenges within the Charity Tracker system for reporting Launch Point outcomes and communicates with Simon Solutions.
- Oversight and assistance with Launch Point and Launch Point related outreach and events.
- Maintains meaningful relationships with partnering organizations including landlords, churches, employers, local businesses, and financial partners.
- Recommends new potential local community resource partners that could informally collaborate with Launch Point to provide additional services and supports to those participating to the Director of ALICE Programs.
- Recommends partnerships with organizations to develop referral pipelines of program participants to the Director of ALICE Programs.
- Participates in regular staff meetings, staff training programs, supervisory sessions, and accepts responsibility for developing a cohesive and positive team culture.
- Adheres to agency policies, procedures, and professional code of ethics.
- Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES:

- Launch Point Success Coaches

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or abilities required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Mission Statement

The United Way of South Central Tennessee improves lives by advancing opportunities for education, health and financial stability for all.

Vision Statement

To be the primary community solutions leader for human services.

EDUCATION AND EXPERIENCE:

- Bachelor's degree in Social Work or a related field
- Coaching and/or counseling experience and demonstrated interest in working with persons experiencing financial difficulties.
- Knowledge of community resources and counseling/coaching/social work practices
- Supervisory experience

OTHER SKILLS:

- Excellent documentation skills.
- Ability to supervise coaches to guide and motivate others toward achieving goals.
- Ability to convey non-judgmental and open personal qualities with a clear sense of boundaries.
- A strong sense of and respect for confidentiality concerning participants and fellow employees.
- Ability to work in a variety of settings with culturally diverse families and communities with the ability to practice cultural humility.
- Ability to interpret the Launch Point program to the community in a positive manner.
- Ability to build relationships internally and externally through communication efforts with other team members and the community partners.
- Demonstrates credibility in all interactions and demonstrates the ability to effectively build a network of contacts and resources that would benefit the program clients.
- Creates and maintains high performance standards that capitalize on opportunities to build support by developing relationships that drive results.
- Ability to effectively communicate through oral, written and technological means; actively listening and expressing oneself clearly, to ensure those that need specific information acquire it; plan and deliver communication that makes an impact and persuades the target audience.
- Plans work and carries out tasks without detailed instructions; makes constructive suggestions; prepares for problems or opportunities in advance; undertakes additional responsibilities; responds to situations as they arise with minimal supervision.
- Displays emotional resilience and the ability to withstand pressure on an on-going basis. Deals with difficult situations while maintaining performance. Seeks support from others when necessary and uses appropriate coping techniques.
- Works collaboratively with others to achieve goals and objectives. Continually tries to improve team effectiveness. Holds self and others accountable for team performance. Motivates and encourages all member to work together in order to achieve maximum results. Supports team decisions and puts team goals ahead of own goals. Effectively interacts with others.
- Possess a valid driver's license. Ability to operate a motor vehicle and provide own transportation.
- Ability to speak, read, and write in English.
- Regular work attendance.

WORK ENVIRONMENT: Position is in an office setting that involves everyday risks or discomforts that require normal safety precautions. Frequent off-site meetings and events may be a component of this position.

Candidate should possess a valid driver's license and the ability to operate a motor vehicle and provide own transportation.

The above statements are intended to describe the general nature and level of work being performed by individuals in this position. They are not intended to be an exhaustive list of all duties, responsibilities and skills of personnel so classified.

SALARY RANGE: \$55,000 to \$60,000

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