

Job Title: Respite Coordinator (Bilingual)

Location: Nashville, TN

Reports to: Programs and Development Director

Position Type: Full-time (Hybrid: Remote & In-Office)

Position Summary

The Tennessee Caregiver Coalition (TCC) is seeking a Bilingual Respite Coordinator to oversee the Respite Voucher Program while also leading outreach and engagement efforts within Latinx/Immigrant communities. This position is a full-time, hybrid role requiring occasional travel and evening/weekend availability for community events.

The Respite Coordinator (Bilingual) will be responsible for enrolling and supporting caregivers through the respite process, ensuring proper administration of respite vouchers, and engaging with community partners to raise awareness of respite services. This position plays a critical role in expanding access to respite services, reducing caregiver burden, and ensuring equitable outreach to historically underserved communities.

The TCC is committed to equity, inclusion, and creating a workplace where everyone can bring their full, authentic selves. We strongly encourage people from underrepresented backgrounds to apply.

Job Responsibilities**Respite Voucher Program Management**

- Manage the Respite Voucher Program, ensuring vouchers are accurately processed, tracked, and distributed in a timely manner.
- Use Salesforce software to input and monitor respite vouchers.
- Collect, review, and process respite vouchers, ensuring all information is complete and accurate.
- Assist with preparing and mailing respite voucher checks.
- Respond to inquiries from caregivers via phone and email, providing guidance and support.
- Complete required program reports and data entry in accordance with grant and funding requirements.

Caregiver Support & Community Outreach

- Engage in at least three outreach events per month, with a focus on reaching Latinx/immigrant caregivers.
- Develop and maintain relationships with community partners, organizations, and agencies to increase awareness of TCC services.
- Maintain a calendar of outreach events, including community events, workshops, and networking opportunities.
- Educate caregivers and professionals about respite resources through presentations and networking.
- Provide care management and enrollment assistance for caregivers accessing respite services.
- Coordinate the annual Caregiver Appreciation Event in November.

Additional Responsibilities

- Assist with off-site events as needed.
- Prepare accurate records and reports related to outreach and caregiver engagement.
- Maintain strict confidentiality of caregiver information.
- Other duties as assigned.

Qualifications

- Fluent in Spanish and English (written and verbal).
- Experience working with caregivers, families, or human services organizations.
- Commitment to equity, inclusion, and cultural competency in working with diverse communities.
- Extremely organized and detail-oriented, with strong time management skills.
- Ability to work independently, take initiative, and manage multiple projects at once.
- Excellent communication skills, including public speaking and written communication.
- Strong customer service and empathy skills when interacting with caregivers in stressful situations.

- Proficiency in Microsoft Office Suite, Salesforce, and database management preferred.

Compensation & Benefits

- Salary: \$48,000 per year (based on experience).
- Health & Dental Insurance (Full-time employees).
- Retirement Plan with employer contributions.
- \$500 Mental Health Reimbursement per fiscal year.
- Opportunities for Professional Development & Growth.
- Supportive office culture that prioritizes wellness and work/life balance.

How to Apply

Send your resume and cover letter to megan.schwalm@tncaregiver.org with the subject line: Respite.Coordinator.(Bilingual).Application; Applications will be reviewed on a rolling basis until the position is filled.

We look forward to welcoming a dedicated, passionate professional to our team who is eager to support caregivers and expand respite services for Latinx/immigrant communities!