



OPEN POSITION: Success Coach (Grant Funded Position) at the Memphis Medical District Collaborative (MMDC)

Organization Overview

The Memphis Medical District Collaborative (MMDC) seeks a **Success Coach** to join our growing team. Established in 2016, MMDC is a not-for-profit, community development organization committed to strengthening the communities between and around its anchor institutions – major healthcare and educational institutions – including ALSAC / St. Jude Children’s Research Hospital, Baptist Health Sciences University, Le Bonheur Children’s Hospital, Methodist Le Bonheur Healthcare, Regional One Health, Shelby County Health Department, Southern College of Optometry, Southwest Tennessee Community College and University of Tennessee Health Sciences Center. Together, these institutions have more than 25,000 employees, 8,000 students, a collective spend of \$1.3 billion, and control more than 300 acres of real estate. The Memphis Medical District is also home to more than 10,000 residents. These institutions, along with local and national philanthropy, area corporations, and collaborative community partners, support the work of MMDC to revitalize the Memphis Medical District and make it a preferred destination to work, live, learn, and visit.

MMDC Departments

MMDC’s approach is comprehensive and inclusive of residents, employees, students, and visitors to the district. In addition to connecting the dots across the major healthcare and educational institutions, MMDC also focuses on the following program portfolios:

1. Clean and Safe Streets & Public Spaces – Catalyzing connections between people and place through improvements to the public realm, including parks, streetscapes, sidewalks, plazas, and enhanced mobility options. District Ambassador program; Coordination of safety efforts, hospitality assistance, and environmental and cleanliness improvements.
2. Development – Fundraising, grant writing and management, and donor/partner cultivation and recognition.
3. Economic Development – Supporting and connecting the diverse neighborhoods in the District through growing and attracting small, minority, and women-owned businesses, as well as supporting existing businesses through programs like Buy Local.
4. Marketing and Communications – Promoting the organization’s mission, values, and impact to various stakeholders through creatively telling the District’s and the organization’s story.
5. Real Estate – Cultivating a rich environment for appropriate development through coordinated planning and investment, with a focus on creating mixed-use, mixed-income places.
6. Workforce Strategies – Through Hire Local, connecting neighborhood residents to training, education, and employment opportunities where there is a clear career pathway, a livable wage, and a growing career field.

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| Title | Senior Employer & Talent Relations Specialist |
| Reports To | Senior Director of Workforce Strategies |

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| Summary | <p>We are seeking Success Coach to join our team at MMDC, one of Memphis Business Journal's 2024 & 2025 Best Places to Work.</p> <p>The Success Coach will be responsible for empowering and guiding individuals through healthcare (and related) training programs and into promising new careers. The Success Coach will provide career development support to help students start and complete training, prepare for a new career, and build the skills necessary for long-term employment success. The Success Coach provides personalized support, connects students to resources, and helps them overcome barriers to employment, ensuring successful transitions into the workforce</p> |
| Experience and Qualifications | <ul style="list-style-type: none"> ● 2-5 years of professional experience in career coaching, employment counseling, social work, or workforce development (strongly preferred) ● Knowledge of coaching techniques (e.g., active listening, goal setting, motivational interviewing) (strongly preferred) ● Experience working with individuals facing barriers to employment ● Strong commitment to equity, accessibility, and client-centered service ● Must have proficient computer skills and experienced knowledge of Microsoft Office, Gmail, and Google Drive, with the ability to adapt to new equipment and technology ● Knowledge of healthcare industry and healthcare career pathways a plus |
| Starting Salary | \$45,000 commensurate with experience. |
| Key Benefits | <ul style="list-style-type: none"> ● Hybrid schedule ● Generous benefit package ● Parental leave ● Professional development opportunities ● 401(k) employer match ● 20 Days per calendar year of paid leave ● At least 10 office closing days for public holidays ● Up to 10 remote workdays while traveling ● Phone reimbursement |
| Physical Requirements | <ul style="list-style-type: none"> ● Tasks require the ability to exert light physical effort in sedentary to light work, including lifting, carrying, pushing, and/or pulling objects and materials of light weight (5-10 pounds). ● Lifting/moving supplies ● Tasks may involve extended periods at a keyboard or workstation. |

Essential Duties and Responsibilities:

- **Success Coaching**
 - Conduct regular one-on-one coaching sessions with training students and recent graduates to support them in completing training, preparing for a new career, building the skills priorities, and organizing correspondence necessary for long-term employment success.
 - Create and maintain a system for regular communication and coaching with a caseload of up to 75 students through the entire training journey, from program admission to job placement and retention follow-up.
 - Use coaching techniques like active listening, goal setting, and motivational interviewing.
 - Conduct regular follow-up with students at 30-, 90-, and 180-days post-placement to monitor job satisfaction and retention.
 - Supplement technical training with appropriate soft-skills/job-readiness content developed in conjunction with the training team.
- **Job Persistence Support**

- Provide personalized support to help students transition to new employment, including preparing students with best practices for success (e.g., preparation, planning, communication, conflict management).
- Provide personalized career development support including career progression plans, job search strategies, resume writing, interview preparation, application support, review of local labor market trends, and opportunities for upskilling.
- Support the Job Placement & Retention Specialist, including:
 - Facilitate/co-facilitate occasional group workshops. Topics may include resume development, interview preparation, workplace skills, financial literacy, and career advancement/upskilling.
 - Other related activities
- **Case Management**
 - Provide personalized support to help students identify challenges or barriers to success, promote student well-being, and connect students with relevant resources.
 - Build and maintain relationships with training providers to support student success.
 - Maintain an active referral network to help connect students with other resources in the community (e.g., transportation, childcare, or financial literacy resources).
- **Enrollment Support**
 - Support the Enrollment Specialist with recruitment and enrollment activities at various stages in the application and enrollment process, including:
 - Reviewing student applications
 - Conducting interviews and assessments with potential students
 - Supporting recruitment events
 - Supporting in-person and virtual information sessions
 - Representing Hire Local 901 at job fairs and community events
 - Other related activities
- **Report**
 - Maintain accurate and timely documentation of case notes, student progress, attendance, and program engagement in the client management system

Submittal

If you are interested in applying, please upload your resume and cover letter [here](#) or <https://wkf.ms/4bS29ry>. Applications will be evaluated on a rolling basis, so please submit as soon as possible.

NO PHONE CALLS. For more information: www.memphismedicaldistrict.org

