



JOB TITLE: Mission Integration Specialist

FLSA STATUS: Non-Exempt

REVIEWED BY: Rachel Inman

ORIGINALLY WRITTEN: 7/18/2024

UPDATED: 12/11/2025

CEO/PRESIDENT APPROVAL: *Gena Weldon* **DATE:** 7/18/2024

PAY RANGE: \$18–\$22 per hour, depending on experience

Applicants may apply at <https://www.goodwillchatt.org/>

POSITION PURPOSE

The **Mission Integration Specialist** at Goodwill Industries of the Greater Chattanooga Area (GIGCA) is responsible for supporting internal employees by addressing personal and professional barriers, setting future goals, and offering continuous support. This role is vital in ensuring that our employees are empowered to succeed both within the organization and in their personal lives, contributing to the overall mission of Goodwill.

JOB FUNCTIONS

- Through words and actions support Chattanooga Goodwill's Mission, Vision, and Values; furthermore, actions and decisions will align with organizational guiding principles.
- Maintain agency, employee, and participants confidentiality. Violation of confidentiality may be cause for termination.
- **Assessment and Planning:**
 - Conduct comprehensive assessment of employee needs, identifying personal and professional barriers.
 - Develop individualized service plans utilizing S.M.A.R.T. goals and measurable timelines.
 - Continuously monitor and adjust plans to ensure effectiveness and relevance.
- **Support and Advocacy:**
 - Provide one-on-one support to employees, offering guidance and resources to overcome identified barriers.

- Advocate for employee needs within the organization, ensuring access to necessary resources and support systems.
- Collaborate with external agencies and community resources to provide additional support services, as needed.
- **Goal Setting and Development:**
 - Assist employees in setting realistic and achievable goals, both personal and professional.
 - Develop and facilitate training sessions focused on skill development, career advancement, and personal growth.
 - Provide continuous encouragement and motivation to help Goodwill employees achieve their goals.
- **Resource Coordination:**
 - Maintain up-to-date knowledge of available resources, both within Goodwill and the broader community.
 - Coordinate the utilization of internal and external resources to support employee needs.
 - Develop and maintain partnerships with community organizations to enhance resource availability.
- **Documentation and Reporting:**
 - Maintain accurate and confidential records of all case management activities.
 - Prepare regular reports on case management outcomes and progress.
 - Ensure compliance with all organizational policies and procedures, as well as relevant legal and regulatory requirements.
- **Team Collaboration:**
 - Work closely with other community agencies to provide comprehensive support to employees.
 - Participate in regular team meetings and contribute to the continuous improvement of the Mission Integration program.
 - Contribute to a positive and collaborative work environment.
- Needs to be able to work flexible hours to accommodate hours of operation.
- In the performance of your job, you will work from an office and visit multiple store locations to implement and support mission integration services.
- Perform other duties as assigned.

KEY KNOWLEDGE AND EXPERIENCE

- Associate or bachelor's degree in social work, human services, counseling, or a related field, is preferred **OR** Minimum of 2 years' experience in case management or a related role, preferably within a nonprofit or human services-based organization.
- Excellent assessment and problem-solving skills.
- Strong interpersonal and communication skills, with the ability to build rapport, establish trust, and motivate others.

- Patience, empathy, and a genuine desire to help others succeed in the workplace.
- Proficiency in Microsoft Office Suite and case management software.
- Valid Driver's License and Car Insurance Verification, required.
- Must pass MVR check and maintain a good driving record.
- Commitment to the mission, vision and values of Goodwill Industries of the Greater Chattanooga Area.

DIRECT REPORTS

- Not applicable

PERFORMANCE MEASUREMENT & VALUE BASED BEHAVIORAL EXPECTATIONS

- Adherence to and support of defined program goals and outcomes:
 - Consistently align actions and decisions with the mission, vision, and values of Chattanooga Goodwill, as well as the guiding principles of the organization.
- Instructional outcomes:
 - Deliver effective training and development sessions that support employee growth and skill advancement.
- Attendance and punctuality:
 - Maintain reliable attendance and demonstrate punctuality in all work-related activities.
- Attitude and overall effectiveness of working relations with all stakeholders:
 - Foster positive, collaborative relationships with employees, team members, and external partners.
- Ability to accurately complete and maintain documentation, reports, and summaries in a timely manner:
 - Ensure all case management activities are documented accurately and confidentially, with timely reporting.
- Ability to effectively address the needs of Goodwill staff:
 - Provide meaningful support and advocacy to help employees overcome barriers and achieve their goals.
- Ability to complete assigned duties:
 - Demonstrate responsibility and follow-through in completing all assigned tasks and responsibilities.

	Never	Occasional	Often	Constant
Humidity or Wet conditions (non-weather-related)		X		
Extreme Cold (non-weather-related)		X		
Extreme Heat (non-weather-related)		X		
Moving Mechanical Parts		X		
Risk of Electrical Shock or Radiation	X			
High or Precarious places		X		
Fumes or Air borne Particules		X		
Toxic, Caustic Chemicals or Hazardous Waste	X			
Outdoor Weather Conditions		X		
Work with Explosives	X			
Noise		X		
Standing			X	
Walking			X	
Sitting			X	
Reaching			X	
Stooping, Kneeling, Crouching, Crawling			X	
Speaking, Listening, Tasting, Smelling			X	
Lifting, Climbing, Balancing		X		
Visual Requirements			X	
Repetitive Hand Movements			X	
Other <i>(please identify): office and retail store environments</i>				

DISCLAIMER:

I have read (or have had read to me) and understand the job description for this position at Goodwill Industries of the Greater Chattanooga Area. I understand that this description provides a general overview of the duties, responsibilities, and qualifications required for the position.

I acknowledge that this job description does not constitute an employment contract and that my employment is at-will, meaning either I or Goodwill Industries of the

Greater Chattanooga Area may terminate my employment at any time, with or without cause or notice, as permitted by law.

I understand that reasonable accommodation may be made to enable individuals to perform essential job functions. Additionally, I acknowledge that job duties and responsibilities may be modified at the discretion of the organization to meet operational needs.

Please CHOOSE ONE (1) of the following:

I certify I can complete all the essential job functions stated within the job description **without** reasonable accommodation.

I certify I can complete all the essential job functions stated within the job description **with** reasonable accommodation.

By signing below, I confirm my understanding of the job expectations and agree to perform the duties to the best of my ability.

Employee Signature

Employee Name Print

Date