



Job Title: Outreach Manager

Salary: \$50,000

Location: Knoxville, TN

Reports to: Director of Outreach

Status: Exempt / Full-time

About Tennessee Valley Coalition to End Homelessness, Inc.:

Tennessee Valley Coalition to End Homelessness (TVCEH) is a non-profit organization dedicated to housing the homeless, educating the community, and equipping stakeholders to provide lasting solutions to homelessness. Our vision is to create a region where homelessness is rare and lasts less than 30 days. We believe that every individual deserves access to safe, decent, and affordable housing.

Serving 12 rural counties in East Tennessee, TVCEH utilizes strategic initiatives to address housing insecurity and provide resources to individuals experiencing homelessness, leveraging public and private grants, private donations, and partnerships with local governments and organizations.

Position Summary:

The Outreach Manager is responsible for overseeing the day-to-day operations of TVCH's Street Outreach program, directly supervising Street Outreach Coordinators, and ensuring consistent, high-quality services across our service area.

This is a hands-on position that works directly with individuals and families experiencing homelessness throughout the week. The Outreach Manager will help connect clients to basic needs, housing resources, community services, and other support while building strong relationships with the people we serve.

The Outreach Manager will also work closely with the Director of Outreach to assist with the weekly operations of the Mobile Shower Trailer, including event setup, service delivery, and coordination with community partners. This position may also be required to transport and operate the Mobile Shower Trailer when needed.

In addition to direct service and program operations, the Outreach Manager will represent TVCH in the community through partner meetings, community events, presentations, interviews, and other public-facing opportunities. The position will also help coordinate outreach activities, support staff in the field, maintain accurate client documentation, and ensure outreach programs continue to meet the needs of the communities we serve.

Responsibilities:

- Manage the day-to-day operations of the Street Outreach program and help ensure

consistent, high-quality services across TVCH's service area.

- Supervise, train, and support Street Outreach Coordinators, including providing guidance, feedback, and assistance in the field.
- Work directly with individuals and families experiencing homelessness to provide basic needs, referrals, housing connections, and other available resources.
- Plan and coordinate street outreach activities and events throughout the 12 counties served by TVCH.
- Work closely with the Director of Outreach to support the weekly operations of the Mobile Shower Trailer, including scheduling, setup, breakdown, client services, and partner coordination.
- Drive and transport the Mobile Shower Trailer when needed and assist with the safe setup and operation of the trailer at community events.
- Build and maintain strong relationships with churches, nonprofit organizations, government agencies, service providers, and other community partners.
- Help identify new outreach locations, referral sources, and community partnerships that can improve services for people experiencing homelessness.
- Enter client information and services into HMIS accurately and on time while maintaining client privacy and confidentiality.
- Review and monitor HMIS data entered by Street Outreach Coordinators to ensure records are accurate and complete.
- Ensure outreach staff follow TVCH policies, program procedures, HUD requirements, and applicable grant requirements.
- Help receive, organize, track, and distribute donated supplies used by the Street Outreach and Mobile Shower Trailer programs.
- Maintain current information on community resources and referral options available throughout TVCH's service area.
- Recruit, train, and supervise volunteers who assist with outreach activities, Mobile Shower Trailer events, and other program needs.
- Represent TVCH at community meetings, outreach events, partner meetings, presentations, interviews, media opportunities, and other public events as needed.
- Work with the Director of Outreach and other TVCH staff to identify program needs, improve services, and support organizational goals.
- Assist with any other items as directed by the Director of Outreach or the Executive Director.

Qualifications:

- Bachelor's degree preferred, or equivalent relevant experience.
- 1-2 years of experience in outreach, human services, nonprofit work, or a related field preferred.
- Strong communication, leadership, and organizational skills.
- Comfortable working directly with individuals experiencing homelessness.
- Basic computer and data entry skills.
- Valid driver's license and ability to travel throughout TVCH's service area.
- Able to work outdoors, remain on your feet for extended periods, and spend several hours a day in a vehicle.
- Able to lift up to 75 pounds and repeatedly lift and move smaller items.
- Reliable, flexible, and able to work independently and as part of a team.

Please send your resume to info@tvceh.org and utilize **"Outreach Manager"** as your subject line. **The deadline to apply for this position is November 1, 2026.**