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Job Title: Program Coordinator, HAMMER Workforce Development Program

Reports To: Director of Education and Youth Development

Job Description: The Program Coordinator is responsible for supporting the implementation and delivery of the HAMMER Workforce Development Program through the Upskills Mid-South initiative. The role supports participants from recruitment and enrollment through training completion and employment placement, including participant vetting, curriculum facilitation, classroom oversight, data entry, documentation, and employment placement support. The Program Coordinator works collaboratively with Memphis Urban League leadership and HAMMER representatives to ensure participants receive appropriate support throughout the program, and that enrollment, progress, completion, and employment placement activities are accurately documented and reported.

Key Responsibilities:

Recruitment, Enrollment & Participant Vetting

- Support recruitment and outreach efforts to identify prospective program participants.
- Assist prospective participants with the application and enrollment process.
- Review and verify participant eligibility and required enrollment documentation in accordance with applicable program and grant requirements.
- Maintain organized and accurate participant enrollment records.
- Communicate program expectations, schedules, requirements, and completion expectations to participants.

Program Facilitation & Classroom Oversight

- Facilitate the approved HAMMER workforce development curriculum and related program activities.
- Prepare for scheduled instructional sessions using curriculum, resources, and guidance provided through HAMMER.

- Provide classroom oversight and maintain an organized, professional, supportive, and participant-centered learning environment.
- Monitor attendance, participation, progress, assessments, and completion of required program activities.
- Support participants in completing the full HAMMER training program.
- Identify participant barriers that may affect attendance or successful completion and coordinate appropriate follow-up and available support.

Participant Records, Data & Documentation

- Enter and maintain accurate program and participant data in designated tracking systems.
- Maintain accurate records of participant enrollment, attendance, participation, progress, assessments, completion, and employment placement.
- Maintain required participant documentation and program files.
- Ensure documentation is complete, accurate, timely, and available for program monitoring, reporting, reimbursement, and compliance purposes.
- Assist with collecting and maintaining documentation necessary to verify training completion and other program outcomes.

Employment Placement & Follow-Up

- Make all reasonable efforts to assist program completers in obtaining employment following successful completion of training.
- Support participants with employment preparation and job-search activities, including assisting with or coordinating access to résumé development, job applications, interview preparation, job referrals, employer connections, and other appropriate employment-readiness and placement services.
- Maintain regular communication and follow-up with program completers regarding employment progress.
- Support employer engagement and partnership development efforts, in coordination with MUL program leadership, to connect qualified program completers with employment opportunities.
- Collect, verify, and maintain required documentation of participant employment placements.
- Maintain accurate records of placement activities and verified employment outcomes.

HAMMER Coordination & Reporting

- Collaborate with HAMMER and designated Memphis Urban League staff regarding program implementation, participant progress, training completion, and employment placement.

- Provide documentation and information necessary to validate participant eligibility, training completion, and employment placement under the UpSkills Mid-South grant.
- Assist with required program reports, participant outcome reports, and supporting documentation.
- Participate in program-related meetings, technical assistance, training, and implementation discussions as necessary to fulfill the contracted scope of work.
- Promptly communicate implementation challenges, participant concerns, documentation issues, and other matters that may affect successful program delivery or outcomes.

Key Skills, Knowledge, and Abilities (KSA's):

- Experience in workforce development, adult education, career services, program coordination, case management, training, or community-based programming
- Experience facilitating training, workshops, classes, or group learning activities
- Strong organizational, communication, facilitation, and interpersonal skills
- Ability to engage and support adults who may be unemployed, underemployed, or experiencing barriers to employment
- Ability to maintain accurate participant records and manage confidential information appropriately
- Proficiency in data entry, participant tracking, case management systems, and program documentation
- Ability to communicate professionally with participants, employers, community partners, and program stakeholders
- Ability to manage multiple responsibilities and meet established deadlines
- Knowledge of the Memphis-area workforce and employer landscape preferred

Education & Experience:

Bachelor's degree in human services, workforce development, education, business, or a related field preferred (Not Required). Relevant experience in workforce development, program coordination, training, case management, employment placement, or related services may substitute for formal education.

Contract Terms and Salary Details:

This position is structured as an independent contractor (1099) engagement from November 1, 2026, through June 30, 2027. Compensation is \$20.00 per hour for up to 70 hours per month. The maximum potential contract value is \$11,200, based on a maximum of 560 authorized hours. The monthly hour allocation is a maximum and does not guarantee hours or compensation. This position is not eligible for employee benefits.

Note: The above job description outlines the primary responsibilities and qualifications for the Program Coordinator position supporting the HAMMER Workforce Development Program. Additional duties within the contracted scope may be assigned as needed to support program implementation and the organization's mission and objectives.