

SOUTH CENTRAL TENNESSEE DEVELOPMENT DISTRICT

**Position Title: Career Advisor Coordinator**  
**Classification: Full-Time**  
**FLSA Status: Exempt**  
**Pay Range: \$54,600-\$62,4000 ANNUALLY**  
**Reports To: WIOA Executive Director**  
**Supervises: Career Advisors (CSP Field Staff)**  
**Service Area: 13-County Southern Middle Tennessee Region**

**Introduction:**

The Career Advisor Coordinator, supervised by the SCTDD WIOA Executive Director, provides field-level leadership and operational coordination for the Career Services Provider (CSP) service team deployed across the 13-county Southern Middle Tennessee Local Workforce Development Area (SMLWDA). In addition to carrying a direct participant caseload, the Career Advisor Coordinator serves as the primary operational link between front-line Career Advisors and SCTDD leadership, ensuring consistent, compliant, and participant-centered service delivery at all American Job Center (AJC) access points throughout the service area. SCTDD was approved as the Career Services Provider by the Tennessee Department of Labor and Workforce Development (TDLWD) effective July 1, 2026, under 20 CFR 679.410(b). The Career Advisor Coordinator plays a central role in ensuring a seamless service transition and high-quality, regionally coordinated delivery of WIOA career services in alignment with the Tennessee Combined State Plan and applicable TDLWD guidance, including TEGl 05-25. Given the rural and geographically dispersed nature of this region, the Career Advisor Coordinator is expected to coordinate service delivery through comprehensive AJC locations, affiliated sites, mobile outreach units, and virtual service modalities consistent with SCTDD's rural service delivery strategy. The Coordinator maintains oversight of participant progress, team performance, and caseload management across the full 13-county region (Bedford, Coffee, Franklin, Giles, Hickman, Lawrence, Lewis, Lincoln, Marshall, Maury, Moore, Perry, and Wayne Counties).

Note on Organizational Firewall: SCTDD operates as the Local Workforce Development Board (LWDB) Staff Entity, Administrative Entity (AE)/Fiscal Agent, and Career Services Provider (CSP). The Career Advisor Coordinator and all Career Advisor staff function within the CSP unit and operate under the organizational firewall established pursuant to 20 CFR 679.430 and SCTDD's Conflict of Interest Policy (COI-WIOA-2026). The Career Advisor Coordinator shall not exercise oversight or governance functions of the LWDB.

**Qualifications:**

- Associate's degree in human services, social work, business, education, or a related field (Required)
- Bachelor's degree in social work, counseling, business administration, human services, or related field (Preferred)

SOUTH CENTRAL TENNESSEE DEVELOPMENT DISTRICT

- Minimum three (3) years of experience in workforce development, employment and training, career services, case management, or a closely related field, including at least one (1) year in a lead, senior, or supervisory capacity
- Experience with WIOA-funded programs or other federally-funded employment and training programs strongly preferred
- Valid Tennessee Driver's License and proof of automobile liability insurance (Required)
- Knowledge of or proficiency in WIOA Title I Adult, Dislocated Worker, and Youth program requirements

**WORKING CONDITIONS:**

Flexible working hours (Normal work hours are 8:00 a.m. – 4:30 p.m., but this position may require some evening and weekend work hours). Normal sitting and movement in an office environment. May require occasional moving up to +/-30 pounds, bending, stooping, or climbing. The work will be performed mainly indoors in an office environment, but there may be exposure to tobacco smoke, dirt, dust, and foul odors.

The Career Advisor Coordinator must be prepared to regularly travel throughout all thirteen counties in the service area to provide services at comprehensive AJC locations (Maury County, Lewis County, and Tullahoma/Coffee County), affiliated partner sites, mobile outreach locations, and employer worksites, and to monitor and support Career Advisor staff at those locations. Occasional overnight travel for training and professional development may be required. Virtual service delivery via phone, video conferencing, and online platforms is an essential component of this position consistent with SCTDD's rural service delivery strategy and TEGL 05-25 virtual/affiliated site framework.

**Essential Duties of the position:**

**Staff Supervision and Team Coordination:**

- Provide day-to-day operational supervision, coaching, and performance guidance for Career Advisor staff across all active AJC sites and outreach locations throughout the 13-county region.
- Schedule and coordinate staff coverage for AJC access points, mobile outreach events, and co-enrollment activities to ensure adequate service capacity across the service area.
- Conduct regular team meetings, case conferences, and one-on-one check-ins to review caseloads, resolve service barriers, and promote consistent practice aligned with SCTDD and TDLWD standards.
- Serve as the first-level escalation point for complex participant cases, employer relations issues, and service delivery challenges requiring supervisory input.
- Assist the WIOA Executive Director with onboarding, training, and ongoing skills development for Career Advisor hires, including orientation to WIOA requirements, SCTDD policies, and regional service delivery expectations.
- Review and approve time records, travel reimbursements, and leave requests for supervised staff in coordination with SCTDD finance and HR processes.

SOUTH CENTRAL TENNESSEE DEVELOPMENT DISTRICT

**Direct Career Services Delivery (Caseload):**

- Maintain an active participant caseload and provide the full range of WIOA Title I career services – basic career services, individualized career services, and referral to training services – in accordance with 20 CFR Part 678 and TDLWD policy.
- Recruit prospective participants; determine program eligibility for WIOA Adult, Dislocated Worker, and Youth populations; and enroll eligible individuals in appropriate program streams.
- Conduct comprehensive assessments including skills assessments, aptitude testing, interest inventories, and interview-based barrier identification to inform service planning.
- Develop and maintain Individual Employment Plans (IEPs) / Individual Service Strategies (ISS for Youth) that reflect participants' employment goals, barriers, milestones, and planned service combinations.
- Provide career guidance and facilitate career planning through the use of local, state, and national labor market information (LMI), O\*NET, Tennessee Career Center resources, and other career exploration tools.
- Coordinate supportive services including transportation, childcare, work attire, tools, and linkages to community and partner agency resources to address barriers to employment.
- Coordinate with partner programs as applicable, including RESEA, SNAP E&T, and Vocational Rehabilitation, to deliver co-enrolled and integrated services.

**Rural and Mobile Service Coordination:**

- Coordinate and participate in delivery of services at comprehensive AJC sites as well as through affiliated sites, mobile outreach, and virtual modalities consistent with SCTDD's rural service model and TEGl 05-25 waiver framework.
- Conduct outreach to underserved populations, including rural residents, individuals without reliable transportation, and those in areas with limited broadband access; adapt service delivery approaches as needed.
- Coordinate with the One-Stop Operator (OSO) to ensure seamless customer flow, intake procedures, and warm referrals between service partners throughout the region.

**Program Quality and Compliance:**

- Monitor team-level performance data against WIOA primary indicators of performance, including employment rate, median earnings, credential attainment, and measurable skill gains; escalate concerns to the WIOA Executive Director.
- Conduct internal case file reviews and data quality audits; identify deficiencies and implement corrective practices in coordination with the WIOA Executive Director.
- Ensure Career Advisor staff adhere to WIOA eligibility requirements, 20 CFR Part 678 career services definitions, and TDLWD policy issuances and TEGls applicable to CSP operations.

SOUTH CENTRAL TENNESSEE DEVELOPMENT DISTRICT

- Support preparation for TDLWD monitoring visits, desk reviews, and annual program reviews, including documentation assembly and staff preparation.
- Assist in the development and updating of standard operating procedures (SOPs), participant handbooks, and service delivery protocols.

**Case Management and Documentation:**

- Maintain timely and accurate case notes, participant records, activity documentation, and eligibility files in WINTAC (or the designated state case management system) in accordance with TDLWD data entry standards and SCTDD internal policies.
- Document monthly participant contacts and progress toward employment goals for active enrollees; conduct and document quarterly follow-up contacts for exited participants for up to one year post-exit.
- Complete all required reports, performance tracking, and data verification on assigned deadlines.
- Maintain participant files in compliance with WIOA record retention requirements (minimum five years) and SCTDD document management policies.

**Performance and Business Services:**

- Work as part of the SCTDD CSP team to achieve SMLWDB performance accountability measures under WIOA Section 116, including entered employment rate, employment retention rate, median earnings, credential attainment rate, and measurable skill gains.
- Collaborate with the Business Services function to assess employer needs, conduct job matching, develop job-ready customer referrals, and support work-based learning placements including On-the-Job Training (OJT) and Incumbent Worker Training (IWT).
- Support pre-apprenticeship, apprenticeship, and sector-based training initiatives coordinated through SCTDD, including any active grant programs targeting high-demand industries in the region.

**Compliance and Professional Standards:**

- Deliver all services in full compliance with WIOA (29 U.S.C. Chapter 32), implementing regulations at 20 CFR Parts 677–683, TDLWD policies, and SCTDD’s internal policies and procedures.
- Adhere to all nondiscrimination and equal opportunity requirements under WIOA Section 188, 29 CFR Part 38, and applicable federal civil rights laws. SCTDD does not discriminate in its programs or activities on the basis of race, color, religion, sex, national origin, age, disability, political affiliation, or belief.
- Comply with SCTDD’s Conflict of Interest Policy (COI-WIOA-2026) and organizational firewall provisions; promptly disclose any potential conflicts to the WIOA Executive Director.
- Adhere to SCTDD confidentiality policies, professional ethics and standards, demonstrating work habits which comply with SCTDD Personnel Policies and Procedures.

SOUTH CENTRAL TENNESSEE DEVELOPMENT DISTRICT

- Participate in required training, professional development, and staff meetings.
- Perform other duties as assigned by the WIOA Executive Director.

**Required knowledge and abilities:**

- Requires knowledge of career guidance, career assessment tools, community resources, career websites & resources, and supportive services.
- Working knowledge of WIOA Title I program requirements, eligibility rules, and career services definitions under 20 CFR Part 678.
- Demonstrated ability to lead, coach, and coordinate a team of field-based staff across geographically dispersed service locations in a rural environment.
- Strong case management skills, including intake, IEP/ISS development, referral coordination, and follow-up with individuals facing significant barriers to employment.
- Requires strong decision-making and problem-solving skills as well as effective oral and written communication skills, including active listening and motivational interviewing techniques.
- Ability to work with diverse customers, including low-income adults, dislocated workers, justice-involved individuals, individuals with disabilities, veterans, and at-risk youth in a rural community context.
- Ability to function effectively as a team member and to give constructive guidance and feedback to both participants and supervised staff.
- Able to demonstrate proficiency or understanding of various computer software applications, including Word, Excel, Outlook, and the Internet to access job search resources, complete reports, and other job requirements; ability to learn and use WINTAC or other workforce management systems and virtual service delivery platforms.
- Knowledge of community/professional resources to assist clients in career/life planning.
- Must possess strong time management and organizational skills and demonstrate the ability to manage both a participant caseload and supervisory responsibilities concurrently.
- While performing the duties of this job, the employee is frequently required to sit; stand; stoop; bend; walk; talk; hear; use hands to grip, type; reach with hands and arms, occasionally required to stand or walk on uneven surfaces; climb stairs. Lifting up to 30lbs 2-3 times per day.

**Pre-Employment Requirements**

- Successful completion of pre-employment drug screening
- Satisfactory results from criminal background check

**Equal Employment Opportunity**

SCTDD (South Central Tennessee Development District) is an equal opportunity employer and does not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, veteran status, genetic information, or any other protected characteristic under federal, state, or local law. We are committed to providing reasonable accommodations to qualified individuals with disabilities in accordance with the

SOUTH CENTRAL TENNESSEE DEVELOPMENT DISTRICT

Americans with Disabilities Act (ADA).

**Disclaimer**

This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the position. Duties and responsibilities may be added, deleted, or changed at any time at the discretion of management, formally or informally, either verbally or in writing.

Nothing in this job description restricts managements right to assign or reassign duties and responsibilities to this position at any time.

**Employee Acknowledgment**

I acknowledge that I have received and reviewed this job description. I understand the essential functions, requirements, and responsibilities of this position. I further understand that this job description does not create an employment contract and that my employment remains at-will.

---

Employee Signature

---

Date