



THE REFILL JACKSON INITIATIVE

Position: Member Support Coordinator	
Reports to: Director of Social Services	Direct Reports: 0
Employment Status: Part-Time	FLSA Status: Non-Exempt
Pay Rate: \$25/hr	Date Description Revised: 4/24/25

The mission of the Refill Jackson Initiative (RJI) is to empower young adults seeking an improved quality of life, through tailored support and job training. In pursuit of this mission, RJI teaches our young adults soft and technical skills in a classroom setting and through on-the-job training opportunities. RJI programs currently include our 4-week, cohort-based Pre-Employment (PE) program for 18-30 year olds, and our 5-month On-the-Job Training program.

POSITION SUMMARY

The Member Support Coordinator (MSC) is primarily responsible for providing one-on-one social services support to RJI members under the supervision of the Director of Social Services. MSC may also provide administrative support to the Director of Social Services, and transportation for RJI participants to appointments, with a specific focus on serving young women. The MSC will also coordinate a monthly group therapeutic session for young women. This position may also support future alumni programming. The Member Support Coordinator is a 20 hrs/wk position reporting to the Director of Social Services.

PRINCIPAL DUTIES, RESPONSIBILITIES, AND EXPECTATIONS

- Meet one-on-one with clients to determine social service needs, provide assistance, and monitor progress on accessing resources and meeting goals
- Accompany and transport clients to various appointments including, but not limited to, medical, educational, social services, and job interviews.
- Assist clients with completing paperwork and gathering required documentation for services, benefits, and job applications.
- Support Director of Social Services with administrative duties including data entry, scheduling, and file management.
- Coordinate monthly therapeutic group sessions for young women with RJI's contract counseling partner, including outreach and recruitment to potential participants, logistical coordination and communication with the contract counselor, and communication to participants throughout the program
- Maintain accurate and up-to-date client records, ensuring confidentiality and compliance with privacy regulations.
- Respond to and manage alumni requests for support, providing resources and referrals as needed.
- Travel. Travel within Mississippi and the broader U.S. as required. Valid MS driver's license is required.

JOB QUALIFICATIONS

Education:

- Bachelor's degree in education, psychology, social work, or related field preferred.

Experience and Training:

- 1-2 years of experience in working with disconnected youth and/or young adults (ideally 16–24-year-olds)
- Proficient in Microsoft Word, Microsoft Excel, and GSuite.
- Familiarity with government rules and regulations on financial assistance *preferred*.

Soft Skills and Competencies:

- Understanding and experience of community and workforce development principles; experience in promoting racial equity and healing.
- Experience and/or familiarity with positive youth development, trauma-informed approaches, and restorative justice principles.
- Strong ability to manage own time, multi-task, and meet tight deadlines.
- Strong ability to lead by example, with integrity, purpose, and commitment to attaining an organization's goals.
- Ability to collaborate with others and work as an effective team member.
- Commitment to working transparently and respectfully with others

PHYSICAL DEMANDS and WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, sit, talk, hear, and use hands and fingers to operate a computer and telephone. The employee is frequently required to reach, stoop, or kneel. Specific vision abilities required by this job include close vision, distance and color vision due to computer work. May be required to lift, push or pull up to 25 pounds occasionally.

The work environment characteristics described here are representation of those an employee encounters while performing the essential functions of this job. There is moderate noise associated with a business office and classroom setting, including telephones, computer keyboards, printers, office traffic, and visitors. The work environment requires the individual to have the ability to work in a confined space and sit at a computer terminal or in conference rooms.

EEO Statement: This company provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

Disclaimer: The job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change or new ones may be assigned at any time with or without notice.

