



POSITION: Community Navigator (Grant Funded Position) at the Memphis Medical District Collaborative (MMDC)

Organization Overview

The Memphis Medical District Collaborative (MMDC) seeks a Community Navigator to join our growing team. Established in 2016, MMDC is a not-for-profit, community development organization committed to strengthening the communities between and around its anchor institutions – major healthcare and educational institutions – including ALSAC / St. Jude Children’s Research Hospital, Baptist Health Sciences University, Le Bonheur Children’s Hospital, Methodist Le Bonheur Healthcare, Regional One Health, Shelby County Health Department, Southern College of Optometry, Southwest Tennessee Community College and University of Tennessee Health Science Center. Together, these institutions have more than 25,000 employees, 8,000 students, a collective spend of \$1.3 billion, and control more than 300 acres of real estate. The Memphis Medical District is also home to more than 10,000 residents. These institutions, along with local and national philanthropy, area corporations, and collaborative community partners, support the work of MMDC to revitalize the Memphis Medical District and make it a preferred destination to work, live, learn, and visit.

MMDC Departments

MMDC’s approach is comprehensive and inclusive of residents, employees, students, and visitors to the district. In addition to connecting the dots across the major healthcare and educational institutions, MMDC also focuses on the following program portfolios:

1. Clean and Safe Streets & Public Spaces – Catalyzing connections between people and place through improvements to the public realm, including parks, streetscapes, sidewalks, plazas, and enhanced mobility options. District Ambassador program; Coordination of safety efforts, hospitality assistance, and environmental and cleanliness improvements.
2. Development – Fundraising, grant writing and management, and donor/partner cultivation and recognition.
3. Economic Development – Supporting and connecting the diverse neighborhoods in the District through growing and attracting small, minority, and women-owned businesses, as well as supporting existing businesses through programs like Buy Local.
4. Marketing and Communications – Promoting the organization’s mission, values, and impact to various stakeholders through creatively telling the District’s and the organization’s story.
5. Real Estate – Cultivating a rich environment for appropriate development through coordinated planning and investment, with a focus on creating mixed-use, mixed-income places.
6. Workforce Strategies – Through Hire Local, connecting neighborhood residents to training, education, and employment opportunities where there is a clear career pathway, a livable wage, and a growing career field.

Title	Community Navigator
Reports To	Senior Director of Workforce Strategies
Summary	<p>We are seeking a detail-oriented Community Navigator to join our team at MMDC, one of Memphis Business Journal's 2024 & 2025 Best Places to Work.</p> <p>The Community Navigator serves as a primary connection point between MMDC's workforce programs and the community—both in person and digitally. This role strengthens community partnerships, supports recruitment pipelines, manages front-door inquiries across platforms, and ensures consistent, timely responses to community questions.</p>
Education and Experience	<ul style="list-style-type: none"> • Associate's degree required or equivalent combination of education and relevant professional experience. Bachelor's degree preferred. • Equivalent experience: <ul style="list-style-type: none"> ○ Three or more years of community outreach, engagement, advocacy, or workforce-related work ○ Demonstrated experience working with diverse communities ○ Public-facing or relationship-based roles
Starting Salary	\$50,000-55,000 commensurate with experience.
Key Benefits	<ul style="list-style-type: none"> • Hybrid schedule • Generous benefit package • Parental leave • Professional development opportunities • 401(k) employer match • 20 Days per calendar year of paid leave • At least 10 office closing days for public holidays • Up to 10 remote work days while traveling • Phone reimbursement
Physical Requirements	<ul style="list-style-type: none"> • Tasks require the ability to exert light physical effort in sedentary to light work, including lifting, carrying, pushing, and/or pulling objects and materials of light weight (5-10 pounds). • Lifting/moving supplies • The role requires the ability to travel locally to community events, partner meetings, job fairs, schools, and outreach locations. • The employee may occasionally work evenings or weekends to support community events or outreach activities.

Essential Duties and Responsibilities:

Community Outreach & Partnership Development (35%)

- Build and maintain relationships with community-based organizations, schools, faith institutions, neighborhood groups, and workforce partners.

- Serve as a consistent point of contact for community partners and referral sources.
- Represent Hire Local and MMDC at community events, job fairs, school engagements, and partner-hosted activities.
- Coordinate community information sessions and outreach events in collaboration with workforce staff.
Maintain an active portfolio of community partners and document engagement activities.
- Identify partnership opportunities that strengthen recruitment, access, and career pathway alignment.

Recruitment Pipeline & Enrollment Support (20%)

- Serve as a front-line point of contact for prospective participants encountered through outreach, events, and digital inquiries.
- Conduct initial interest conversations and pre-screen for basic eligibility and readiness using approved guidelines.
- Schedule and coordinate warm handoffs to Enrollment Specialists.
- Follow up with individuals who express interest but do not immediately enroll.
Support re-engagement efforts for individuals who miss orientations or early program touchpoints.

Digital Front Door & Social Engagement Support (15%)

- Monitor and respond to workforce-related inquiries received through:
 - Social media comments
 - Direct messages
 - Website contact forms or general inquiries
- Use approved scripts and escalation protocols to ensure consistent, accurate responses.
Route complex or sensitive inquiries to appropriate staff.
- Track recurring questions and points of confusion to inform program messaging and improvements.
- *Note: This role supports inquiry management but does not manage social media accounts or marketing campaigns.*

AI Virtual Assistant Support – Human-in-the-Loop (10%)

- Support the development and continuous improvement of the AI virtual assistant by:
 - Identifying common community questions and language.
 - Testing AI responses for clarity, tone, accuracy, and cultural relevance.
 - Reviewing AI inquiry summaries or transcripts to flag gaps or errors.
- Provide structured feedback to Workforce leadership and technology partners.
- Help align AI workflows with human follow-up processes.

Storytelling & Field-Based Content Support (10%)

- Gather participant success stories, testimonials, and highlights from the field.
- Capture photos, short videos, and quotes at events, trainings, and employer sites (with consent).
- Submit content, captions, and story prompts to the Communications team on a regular cadence.
- Support recruitment and employer engagement through authentic, community-centered storytelling.

Data Tracking, Documentation & Community Feedback (10%)

- Maintain accurate records of outreach activities, partner engagement, and recruitment leads in internal systems (Salesforce, [Monday.com](#)).
- Track referral sources and inquiry channels.
- Identify recurring community feedback, barriers, or trends.
- Share insights with Workforce leadership to inform continuous improvement.

Required Qualifications

Education & Experience

- Associate's degree required or equivalent combination of education and relevant professional experience. Bachelor's degree preferred.

Technical Skills

- Familiarity with CRM systems, digital engagement tools, or AI-supported workflows is a plus, but not required; training will be provided.
- Demonstrated experience working with diverse communities
- Public-facing or relationship-based roles
- Familiarity with Memphis-area community resources preferred.

Soft Skills

- Passion for equitable access to education, training, and career advancement.
- Strong organizational and time-management skills.
- Strong interpersonal and communication skills; comfortable representing the organization publicly and digitally.

Submittal

If you are interested in applying, please upload your resume and cover letter [here](#) or <https://wkf.ms/45phUUu>.

Applications will be evaluated on a rolling basis, so please submit as soon as possible. In your cover letter, let us know why you are interested in this type of work and specifically, how your past experiences in facilitating training programs make you an ideal candidate for our growing not-for-profit, community development organization.

NO PHONE CALLS. For more information: www.memphismedicaldistrict.org