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Navigate Reconnect Assistant Director of Reentry Services-East TN Region

The Organization

Navigate Reconnect is a statewide program that delivers high-touch, wraparound support to adult learners pursuing postsecondary education, including individuals who are justice-involved. As part of the Tennessee Reconnect initiative, Navigate Reconnect has assisted more than 30,000 Reconnectors across the state.

The Assistant Director of Reentry Services is a key role within Tennessee's Correction Education Initiative, leading Navigate Reconnect's work with justice-impacted postsecondary students. They provide operational, collaborative, and strategic support to the Navigate Reconnect Regional Director, serving as the direct supervisor and support lead for the regional Reentry Navigator team, working with adult learners with histories of incarceration. Responsibilities include daily support to Reentry Navigators, regional strategic planning, gap-filling coverage, partnership development, training coordination, and data quality assurance. This position helps ensure consistent, high-quality delivery of college navigation and reentry support services to students with histories of incarceration across Tennessee.

Position Summary

Each Tennessee region has a corps of Reconnect Reentry Navigators who work with adult Tennesseans who are either currently or formerly incarcerated to help them navigate the processes of choosing a college degree program, applying for financial aid, and enrolling in the institution, and then partner with the institution to support the student through to graduation. These Reconnect Reentry Navigators are led by a Navigate Reconnect Assistant Director of Reentry Services. The Navigate Reconnect Assistant Director of Reentry Services also cultivates and manages partnership opportunities with the Tennessee Department of Correction (TDOC), Tennessee Higher Education Initiative, (THEI), higher education institutions, regional community organizations, and employers.

The Assistant Director works closely with Reentry Navigators to provide day-to-day guidance, case related support, and operational troubleshooting; assists in planning and delivering professional development and continuing education; and collaborates with the Regional Director on statewide and regional strategic initiatives. The Assistant Director also serves as a regional liaison between Navigate Reconnect, the Tennessee Department of Correction, prisons in their region, and other related entities. When necessary, the

Assistant Director provides temporary coverage for Navigator duties across regions to ensure continuity of services.

The ideal candidate combines strategic thinking, creativity, a deep understanding of Tennessee's higher education institutions as well as institutional and community corrections in their region, and adult learner opportunities and professional credibility within this environment; strong execution skills; and commitment to the professional and personal values of collaboration, transparency, accountability, and integrity. The ideal candidate is self-directed and comfortable in fast-paced and entrepreneurial environments.

This is an exempt, full-time, hybrid, and salaried position. Work hours will include occasional late evenings and weekends to accommodate the schedules of adult learners. This position requires up to 60 % travel and reports directly to the Navigate Reconnect Regional Director. The Navigate Reconnect Assistant Director of Reentry Services will be provided a laptop and cell phone for professional use. The Assistant Director must work in a physical location within their assigned service area where internet and 4G service are accessible. The position requires regular statewide travel and bi-monthly travel to our downtown Nashville offices.

The East Tennessee service area includes providing services to three prison facilities: Bledsoe County Correctional Complex (BCCX), Morgan County Correctional Complex (MCCX), and Northeast Correctional Complex (NECX), Day Reporting Centers in the region, and formerly incarcerated students in the following counties: Anderson, Bledsoe, Blount, Bradley, Campbell, Carter, Claiborne, Cocke, Cumberland, Fentress, Grainger, Greene, Hamblen, Hamilton, Hancock, Hawkins, Jefferson, Johnson, Knox, Loudon, Marion, McMinn, Meigs, Monroe, Morgan, Polk, Rhea, Roane, Scott, Sequatchie, Sevier, Sullivan, Unicoi, Union, and Washington.

ESSENTIAL FUNCTIONS

Team Supervision & Daily Operational Support

- Provide direct daily support, guidance, and problem-solving assistance to Reentry Navigators as they deliver high-touch college navigation services to justice-involved individuals.
- Serve as primary point of contact for Reentry Navigators regarding advising challenges, case management questions, correctional facility coordination issues, and resource needs.
- Monitor Reentry Navigator caseload balance, travel expectations, and documentation quality to ensure consistent service delivery statewide.
- Manage scheduling for Reentry Navigators at regional prisons, Day Reporting Centers, other associated TDOC offices, and community events
- Responsible for onboarding, coaching, and developing Reentry Navigators, including routine check-ins and performance focused feedback.

- Collaborate with Regional Directors to cross-train Reentry Navigators in regional navigation services.

Partnerships, Collaboration & Representation

- Build and maintain collaborative working relationships with Tennessee Department of Corrections (TDOC) staff, higher education partners, workforce organizations, and community agencies to support smooth reentry and college transitions. Participate in weekly partner meetings.
- Represent the Reentry team and Navigate Reconnect at partner meetings, resource fairs, trainings, and reentry stakeholder events when required.
- Support in communicating program needs, trends, and student insights to internal leadership and external partners.
- Coordinate and deliver regional Reentry Reconnect outreach including, but not limited to, social media, targeted participation campaigns, and local events.
- Collaborate with other Navigate Reconnect Assistant Directors and the Navigate Reconnect leadership team members to develop tools and resources to be utilized by Reentry Navigators and/or Reconnectors.

Strategic Planning, Implementation & Program Development

- Assist the Regional Director in developing and implementing Reentry inclusive regional and statewide strategic and tactical plans aligned with Navigate Reconnect's mission and data driven goals.
- Participate in long range planning related to student needs, capacity, and regional expansion.
- Help identify service gaps, emerging needs, and opportunities for program improvement based on Reentry Navigator feedback, facility trends, and student outcomes.
- Coordinate with Regional Director and regional partners to strengthen alignment across correctional sites, community organizations, and postsecondary institutions.

Professional Development & Continuing Education

- Lead or co-lead ongoing professional development sessions for the Reentry and Regional Navigator team, including annual, monthly, and ad hoc trainings.
- Assist in designing and maintaining internal training materials, resource guides, and onboarding documentation.
- Support implementation of best practices in appreciative advising, reentry navigation, adult learner engagement, and Salesforce case management.

Regional Coverage & Gap Filling Support

- Provide temporary coverage for Reentry Navigators and fellow Assistant Directors of Reentry Services during vacancies, leave of absence, or high-volume periods, including direct prerelease and post-release advising, Free Application for Federal Student Aid (FAFSA)/financial aid support, and case management.
- Maintain readiness to travel to correctional facilities, Day Reporting Centers, Community Supervision offices, institutions, events, and American Job Centers as needed to support uninterrupted service delivery.

Documentation, Reporting & Quality Assurance

- Monitor Reentry Navigator usage of Salesforce to ensure accurate, timely documentation of outreach sessions, service referrals, case notes, and partnership engagements.
- Ensure Reentry Navigators' schedules in prison facilities are shared and confirmed with TDOC on a weekly basis.
- Complete weekly, monthly, quarterly, and annual reports for internal team members and external partners to track progress, identify themes, and inform program improvements.
- Help maintain and update electronic resources, internal training materials, and program information to ensure accuracy and consistency statewide.
- In cooperation with the Navigate Reconnect Regional Director, build monthly progress reports inclusive of performance metrics for the delivery of services and for progress on meeting regional goals. Utilize data from these reports to monitor team members and regional progress toward benchmarks.
- All other duties as assigned.

Minimum Qualifications

- Bachelor's degree required; Master's degree preferred. A minimum of three years of experience in either counseling, advising, case management, correctional education, higher education, or adult learner support is required, including at least one year specifically in case management or advising.
- Experience supporting or supervising staff required.
- Strong understanding of college admissions, financial aid, adult learners, and reentry related barriers.
- Demonstrated ability to work independently, manage multiple priorities, and adapt quickly to changing needs.
- Excellent written and verbal communication skills; strong relationship building ability across diverse settings.
- Proficiency with case management systems (Salesforce preferred), Microsoft Office, and data driven decision making.

- Familiarity with Appreciative Advising strategies and techniques is preferred.
- Ability to travel regularly throughout the regional coverage area, up to 60% of total work hours, including to correctional facilities and community-based sites.
- Ability to work occasional evenings or weekends based on facility scheduling.
- Must work in a physical location within their assigned service area where internet and 4G service is accessible.
- Must pass a background check; have a valid driver's license and retain reliable transportation throughout employment.

Salary Range and Benefits

The annual salary range for this position is \$75,000-\$85,000 and is commensurate with experience and qualifications. This position offers a competitive benefits package that includes health, dental, life insurance, and paid vacation and holidays.

How to Apply

Please submit a cover letter, resume, and contact information for three references via email to THEC.HR@tn.gov.