

United Way of Northeast Florida

Position Description

# Position Title: Veteran Care Coordinator

**Department: First Call**

**Reports to: 211 Center Director**

**Reviewed: September 2021 FLSA Status: Exempt**

***Vision and Mission*:**

At United Way of Northeast Florida, we envision a community of opportunity where everyone has hope and can reach their full potential. Our mission is to solve our community’s toughest challenges by connecting people, resources and ideas**.**

Diversity, Equity and Inclusion is not only valued and demonstrated in our hiring practices, it is a fundamental part of our mission throughout our organization and the communities we serve.

## *Purpose of Position*:

The Veteran Care Coordinator works closely with veterans and their families in need of comprehensive community support services, and remains involved with those families to ensure services or support have been received. With more than 350,000 active duty, veterans and family members throughout Northeast Florida, the needs of this significant population are many and diverse. Oftentimes, simply providing veterans with referrals to agencies or services is not enough. Through this enhanced level of engagement and support, veterans will achieve greater access and outcomes.

The Veteran Care Coordinator will be an integral part of a statewide network of 211 providers that offer information & referral, along with case management for veterans and/or their family members known as My Florida Veteran Network (MYFLVETS). The 211 program is a free and confidential information and referral hotline. The 211 information and referral specialists are available 24 hours a day and 7 days a week. 211 receives nearly 100,000 calls annually and refers callers to community programs and services. The top needs of callers include housing, food, mental health and legal assistance. During high call volume or staff shortages, Veteran Care Coordinators are also expected to support 211 information and referral specialists with assisting civilian callers.

It is IMPORTANT to note that, the Veteran Care Coordinator will be exposed to situations involving psychological trauma. Successful candidate will be aware of personal triggers around mental crisis to include post traumatic events.

***Key Responsibilities and Essential Functions***:

### The primary responsibility of the Care Coordinator assigned to MYFLVETS is to apply the tools developed in his/her own recovery/experiences as well as the philosophy and values of the Florida Peer Network in order to build mutuality with veterans assigned to care coordination. The Care Coordinator will collaborate, coach, and challenge individuals to view presenting crisis as an opportunity for growth and change. They will act as a support to an individual’s recovery process including substance use/abuse, traumatic events, and mental health issues. The Care Coordinator will provide comprehensive system navigation and support through intake, screening, assessment, referral and linkages to Federal VA services and other behavior health services available to the veteran; via telephone, email, text-messaging and in-person for clients with behavioral health concerns or identified suicidal ideation of low to moderate lethality. The Care Coordinator also provides support and training for staff and community agencies to increase understanding of veteran needs.

* Attain certification as a Recovery Peer Specialist within 18 months of hire
* Actively implement the values, philosophy and standards of the Recovery Peer Specialist
* Demonstrate competency in the field of peer recovery
* Models relationship building, based on the tenets of peer support, with callers, volunteers and coworkers
* Model the attributes of respect, trust, sensitivity and confidentiality to callers, volunteers and coworkers
* Actively participates in ongoing training and team meetings
* Screens for safety and risk; conducts comprehensive needs and service assessments
* Coordinates care plans with veterans and their families
* Facilitates referral to appropriate treatment or service providers or facilities
* Advocates on behalf of veterans and families to access federally funded and private organizations to meet basic and related service needs
* Composes or prepares correspondence, case notes, narrative and technical reports, notifications, and related documents using computer-based applications
* Conducts comprehensive, person-centered activities in accordance with best practices
* Conducts community visits (if needed) related to veterans’ needs; provides follow-up and monitors service delivery and care environments
* Other duties as assigned

***Experience/Position Requirements*:**

* Required Bachelor’s degree or in process of attaining.  Major course work in social work, psychology or other field closely related field preferred
* U.S. veteran of a branch of the United States Military Forces including the Coast
* Guard and National Guard (retired or reservist)
* Copy of DD-214 required as proof of military service
* Must pass Level 2 background check
* Experience working with the veteran population highly desirable
* All training provided by UWNEFL 211 and our MYFLVETS partners

***Professional Core Competencies Required***:

* Mission Focused: Creates real social change that leads to better lives and healthier communities. This drives performance and professional motivations.
* Relationship Oriented: Places people before process and is astute in cultivating and managing relationships toward a common goal.
* Collaborator (Includes teamwork and communication): Understands the roles and contributions of all sectors of the community and can mobilize resources (financial & human) through meaningful engagement. Strong supporter of a team environment.
* Results Driven: Dedicates efforts to shared and measurable goals for the common good; creating, resourcing, scaling and leveraging strategies and innovations for broad investment and impact.
* Brand Steward: Understands role in growing and protecting the reputation and results of the greater network.

***General Physical Requirements for Essential Functions of the Job:***

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 sit, talk, and/or hear. Continual use of the hands with wrist and finger movement using a keyboard is required. Specific vision abilities required by this job include long hours viewing a computer monitor screen. The employee may occasionally travel using personal vehicle and/or work outside normal office environment.

UWNEFL reserves the right to adjust work location. This position is currently remote due to COVID-19. Business needs will determine future work location.

This description is not designed to contain a comprehensive inventory of all responsibilities and qualifications required of all team members assigned to this position. It is intended only to describe the key elements relative to each section. Also, duties and/or requirements of this position may be modified, added or deleted at any time. This supersedes all descriptions previously written for the same position. Unique equivalent skills and experience may possibly substitute for required position requirements.

United Way of Northeast Florida is an Equal Opportunity Employer and a Drug Free Work Environment.