

United Way of Northeast Florida

Position Description

# Position Title: Veteran Care Coordinator

**Department: Community Impact**

**Reports to: Director, Mission United**

**Reviewed: April 2022 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*:

There are more than 370,000 active duty Servicemembers, Veterans, and their family members throughout Northeast Florida and these individuals make up almost one-in-four, or 25 percent, of households. The needs of this significant population are wide-ranging and diverse. Oftentimes, simply providing referrals to agencies or services is not enough to address barriers that affect access to needed comprehensive community support services or to sustain a successful transition to civilian life.

Through an enhanced level of advocacy, engagement and support, United Way of Northeast Florida’s Mission United program addresses barriers that military, Veterans, and their families encounter to achieve greater access to services and better outcomes.

The Veteran Care Coordinator (VCC) understands the importance of achieving quality outcomes for their clients and commits to the appropriate use of resources, engagement with service providers, navigation of services and empowerment of clients in a manner that is supportive and objective.

The VCC will be an integral part of a statewide network of 211 providers that offer information & referral services, known as My Florida Veteran Network (MYFLVETS). This individual will also be part of a network of care coordination and enhanced system navigation (known as Mission United) for Veterans, military Servicemembers and/or their family members.

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

The VCC works closely with Veterans, military Servicemembers, and their families in need of comprehensive community support services and remains involved with them to ensure services or support needed to address barriers have been received. The VCC will collaborate, coach, and challenge individuals to view the presenting situation as an opportunity for growth, change and overall betterment. This involves advocacy and peer support through intake, screening and assessment as well as comprehensive system navigation support, care strategy development and direct referral to Mission United Network Service Providers, which include federal, state and community resources.

### The Care Coordinator also provides support and training for staff and community agencies to increase understanding of the needs and resources to address the barriers of the region’s military, Veterans, and their families. Through this enhanced level of engagement and support, military, Veterans, and their family members, often in a human services environment, will achieve greater access and outcomes.

It is IMPORTANT to note the Veteran Care Coordinator will be exposed to situations involving psychological trauma when working with clients. The successful candidate must be aware of personal triggers around mental crisis (to include post traumatic events) and prepared to manage through crisis with the support of the team.

The Veteran Care Coordinator will work directly with other VCC’s and the Director, Mission United.

**Core Job Responsibilities**

* Initially, trains as a United Way 211 information and referral specialist within the first four weeks of hire demonstrating comprehensive, person-centered activities in accordance with best practices and functional use of the 211 technology platform used for referral tracking, case management, agency and program indexing, and reporting.
* Complete all training provided by UWNEFL 211 and our MYFLVETS partners
* Advocate on behalf of military Servicemembers, Veterans, and their families (MVF) and collaborate with federal, state, NGO and community resources to identify services and processes that address barriers to overall MVF betterment and transition success.
* Leverages strong interpersonal skills and community service provider knowledge to execute daily client-centric activities.
* Process incoming calls, texts, emails and digital referrals from potential and existing Mission United program clients, completing intake processes and answering their questions while sorting out issues relating to their barriers and needs.
* Collaborate with community service providers(s) to develop individual MVF client care strategies that addresses the client’s needs while generally pre-qualifying the individual based on each agency’s services and eligibility criteria, capacity, location and client preferences/circumstances.
* Orchestrate the introduction and direct connection of the Mission United client, through a warm hand-off, to the community service provider(s).
* Remain connected with clients throughout the entire process, providing supportive and enhanced system navigation of services, conducting follow-up calls, virtual and in-person meetings (and visits as required) until the need has been met.
* Follows up with service provider(s) and the client on client progress and outcomes – reports out on effectiveness and efficiencies.
* Informs, advises and works with the Director, Mission United regarding process improvement opportunities, service provider performance and capacities, trends in needs and gaps in services, alternative services and their impacts that will lead to addressing MVF success barriers and improve client outcomes.
* Adheres to agency policies, procedures and the professional code of ethics.
* Records and maintains all client information in the 211 and Mission United-related technology platform(s) for client engagement, case management, follow up and reporting.
* Observes confidentiality, privacy and dignity of each client.
* Works with other Mission United and United Way 211 staff to capture overall client activity and outcome reports.
* Participates in staff meetings and training programs and aids the development of positive team relationships.
* Participates in Mission United-related community and agency outreach and awareness activities and provides information and training to increase understanding and awareness of the needs of military Servicemembers, Veterans, and their families.
* Other duties as assigned

***Experience/Position Requirements*:**

* Bachelor’s degree or in process of attaining required.  Major course work in social work, psychology, military transition counseling or other closely related field preferred.
* U.S. military Veteran, including the Coast Guard, National Guard, Reserves and/or military/Veteran family member.
* Copy of DD-214 required as proof of military service.
* Must pass and maintain Level 2 background check.
* Experience working with the Veteran population highly desirable.
* Experience with Microsoft Office Suite.
* Experience using active listening, probing, play-back and style-matching skills to evaluate each client’s needs.

***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.