

Position Description

Position Title: Veteran Care Coordinator

Reports to: Supervisor: Mission United Program Manager

Classification: Full time Hourly Non-exempt

Salary Range: \$33,000-\$36,000

Location: Fort Myers, FL

Application Deadline: October 8, 2021 5:00 PM

Submit Cover Letter and Resume: Danielle@UnitedWayLee.org

ABOUT UNITED WAY OF LEE, HENDRY, GLADES and OKEECHOBEE

United Way of Lee, Hendry, Glades and Okeechobee (UWLHGO) is a volunteer driven organization dedicated to improving the quality of life for all people in our community. This is accomplished through fundraising, fund distribution (90+ partners), community building, volunteer advancement, and information and referral. UWLHGO is an \$11million nonprofit social services organization, with 59 employees in four locations with the main campus being located at 7273 Concourse Drive, Fort Myers, FL. The majority of funding is from private donations although UWLHGO also receives local, state, and federal grants.

Job Summary

The primary responsibility of the Veteran Care Coordinator assigned to Mission United is to provide comprehensive system navigation and peer support through intake, screening, assessment, referral, and advocacy to the Federal Department of Veterans Affairs services and other community resources.

In support of the Florida Veterans Support Line, the Veteran Care Coordinator is to apply the tools developed from his/her experiences, as well as, the philosophy and values of the Florida Peer Network in order to build mutuality with veterans assigned to care coordination.

Key Responsibilities/Essential Functions

- Provides care coordination services via telephone, email, IM/Chat and in-person to veterans, including:
 - Conducting comprehensive needs and service assessments.
 - Facilitating referral to appropriate service providers, facilities, and treatment.

- Conducting comprehensive, person-centered activities in accordance with best practices.
- Screenings for risks to health and safety.
- Conducting community visits (if needed) related to veterans' needs.
- Providing follow-up and monitoring quality of service delivery and care coordination.
- Advocates on behalf of veterans and families to access federally funded and private organizations to meet basic and related service needs.
- Models the attributes of respect, trust, sensitivity and confidentiality to callers, volunteers, and coworkers.
- Demonstrates competency in the field of peer recovery, including:
 - Actively implementing the values, philosophy and standards of the Recovery Peer Specialist.
 - Modeling relationship building based on the tenets of peer support with callers, volunteers, coworkers, and community partners.
 - Attaining certification as a Recovery Peer Specialist within 18 months of hire.
- Composes or prepares correspondence, case notes, narrative and technical reports, notifications, and related documents using computer-based applications.
- Actively participates in ongoing training and team meetings as needed.
- Emergency Response - all employees will be required to work before, during, or after an Emergency as needed. During an Emergency, employees may temporarily be assigned to work and perform duties outside the normal scope of their position, location and work schedule to fit the needs of the County and its citizens.
- Some travel required.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Education/Requirements

- Four-year degree in Human Service related field preferred, or two-year degree with equivalent experience.
- U.S. veteran of a branch of the United States Military Forces including the Coast Guard and National Guard (retired or reservist). (*Note: Copy of DD-214 required as proof of military service*)
- Experience working with the veteran population highly desirable.
- Strong organizational skills, critical thinking and problem solving abilities.
- Strong communication skills, including written, verbal and interpersonal communication.
- Ability to work independently, as well as, in a team-oriented environment.

- Ability to handle multiple responsibilities in stressful situations.
- Ability to establish and maintain positive and diverse working relationships.
- Proficiency in database systems and Microsoft Office Suite: Word, Excel, PowerPoint and Outlook.
- A knowledge of community resources and services in Southwest Florida is preferred.

Direct Reports- None

Physical Requirements & Working Conditions

Physical Demands: 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

While performing the duties of this job, the employee is regularly required to sit for long periods of time, talk, and/or hear. The employee is frequently required to use finger and hand motion and occasionally to stand, walk, and reach with hands and arms. The employee must frequently lift and/ or move up to 30 pounds and occasionally lift and/or move up to 40 pounds. There may be additional physical requirements associated with department meetings/events. Specific vision abilities required by this job include, close vision, distance vision, depth perception and ability to adjust focus.

Requires talking, hearing, and visual acuity sufficient to perform these major functions. Occasionally, the work of this position is spent at offsite meetings, or event locations within Lee, Hendry, or Glades County.

Licenses: Valid Florida Driver's License.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This job operates in a professional office environment, including occasional off site venues, and outside event areas in various weather conditions.

This role routinely uses standard office equipment such as computers, phones, and photocopiers.

This is a full time position. Days and hours of work are Monday through Friday, 8:00a.m. to 5:00 p.m.. Some evening and weekend hours may be required as job duties demand.

United Way is an equal employment opportunity employer and does not discriminate against any person because of race, color, creed, religion, sex, national origin, disability age, genetic information or any other characteristic protected by law. This nondiscrimination policy extends to all terms, conditions, participation in all company-sponsored activities, and all employment

actions. United Way will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in undue hardship.

Terms of employment are subject to satisfactory negative drug testing as part of our drug-free workplace program. Level II background screening will be conducted because of the nature of the position. Applicants may be asked to take an online skills assessment.

Additional Information:

- UWLHGO is an exceptional workplace that can provide you with:
- Opportunity to work with smart, passionate and enthusiastic team members and volunteers
- Working with diverse staff and other constituents
- Culture of high-performance expectations and accountability
- Exciting and challenging work
- Opportunity to help solve the community's toughest problems
- Competitive pay that is commensurate with demonstrated successful performance and experience
- Paid Health and Dental Insurance for employee, 401k, and Monthly Accrued PTO

I understand and agree to the duties and expectations of my role as outlined in this job description.

Employee Name

Employee Signature

Date