

**United Way of West Florida  
Position Description**

**Last Update: 10.03.2023**

**Position/Title:** FVSL Care Coordinator

**Incumbent/Candidate:** Vacant

**Reports to:** 211 Director

**Exempt/Non-exempt:** Non-exempt

**Pay Rate:** \$20.00 Per Hour

**General Purpose:**

To build mutuality with veterans assigned to care coordination and act as a support through their recovery process.

**Position Summary**

The responsibility of the Care Coordinator (CC) 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 CC 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. The CC 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, IM/Chat, text messaging and in-person for clients with behavioral health concerns or identified suicidal ideation of low to moderate lethality. The CC also provides support and training for staff and community agencies to increase understanding of veteran needs.

**Duties and Responsibilities**

- Attain certification as a Recovery Peer Specialist and Community Resource 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.
- Model 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 participate in ongoing supervision, training and team meetings. Complete training as specified and maintain ongoing record of all training completed.
- Screens for safety and risk; conducts comprehensive needs and service assessments as indicated; thoroughly documents on a timely basis.
- Coordinates care plans with veterans and their families with identified safety or risk factors.
- Facilitate 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 – submits on-time as specified by contract, best practice or management direction.
- Compose and submit weekly case review summaries to Director no later than Tuesday mornings at 8am. Compile and maintain monthly caseload activity report and submit to Director no later than COB on the first business day of the following month.
- Conducts comprehensive, person-centered activities maintains a case load in accordance with best practices.
- Conducts community and home visits (if needed and supervisor approved) related to veterans' needs; Provides follow-up and monitors service delivery and care environments.
- Provide back up services and support to the 211 queue as specified by Director as warranted or as the direct result of a natural or manmade disaster.

### **Education and Experience**

- Bachelor's degree or currently seeking with major course work in social work, psychology or other field closely related field; experience may be substituted for degree requirements.
- 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 with honorable discharge required as proof of military service.
- Experience working with the veteran population highly desirable.

### **Physical Requirements:**

- Sit at work station for long periods (4-6 hours)

### **Key competencies:**

- Mission focused
- Strong interpersonal skills
- Relationship-oriented
- Collaborator
- Ability to accurately document activities
- Results driven
- Team builder
- Self-management