

**United Way of West Florida
Position Description**

Position/Title: Florida Veteran Support Line Resource Specialist

Incumbent/Candidate: Vacant

Reports to: Florida Veteran Support Line Team Leader

Exempt/Non-exempt: Non-exempt

General Purpose:

To build connections with Veteran-serving agencies to better develop and manage resource information.

Position Summary

The primary responsibility of the Resource Specialist assigned to Florida Veteran Support Line (FVSL) 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 better develop and manage resource information. The RS assists with the organizational effectiveness of the resource department by maintaining the 2-1-1 resource database; MOU/MOA development/updating related to Veteran-specific resources and participating in the agency's Quality Assurance process. The Resource Specialist serves as the primary point of contact for veteran specific programs and services in cooperation with the FVSL project.

Duties and Responsibilities

- Pursue certification as a Recovery Peer Specialist within 18 months of hire in order to provide back-up to the Care Coordinators and program
- 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
- Develop and maintain points of contact/relationships with county VSO's and veteran specific service organizations
- Initiate, coordinate, facilitate and report on contract specified outreach activities
- Record and classify programs and services for the VisionLink data base in cooperation with the 211 Resource Manager, report/coordinate same with the Crisis Center of Tampa Bay using contract specified report templates
- Prepare monthly reports as required by contract and program specifications
- Actively participate in ongoing supervision, training and team meetings
- Assist with the organizational effectiveness of the resource department by maintaining the 2-1-1 resource database which includes the following sub-directories: veteran support services, transportation, early childhood, alcohol/substance abuse and mental health
- Perform other duties as assigned by FVSL Team Leader or senior FVSL team member on site.

Education and Experience

- High school diploma or equivalent is required, Bachelor's degree in a social service field preferred.
- U.S. veteran of a branch of the United States Military Forces including the Coast Guard and National Guard (retired or reservist) required.
- Copy of DD-214 required as proof of military service.
- Paid, or unpaid, peer support experience is a plus. Certified Peer Specialist - Veteran a plus.
- Above average computer skills; including experience working in Microsoft Office environments is required.
- Experience in working with an Information & Referral database and knowledge of national classification standards (AIRS/INFO LINE Taxonomy) is a plus.

Physical Requirements:

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

Key competencies:

- Mission focused
- Strong interpersonal skills
- Relationship-oriented
- Collaborator
- Results driven
- Team builder
- Self-management