

2-1-1 Tampa Bay Cares Position Description

Position Title: MY FL VET Care Coordinator Team Lead

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| Department: Contact Center | FLSA Classification: Non-exempt / Hourly |
| Supervisor: Contact Center Workforce Manager | Status: Full Time/Part Time |

Position Summary: To provide Crisis Intervention and Veteran Peer Support services to connect Florida military Veterans in finding Veteran-critical information and to serve as a primary source of information and referral for returning Veterans. To apply the tools developed in their 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.

Essential Duties and Responsibilities include the following. Other duties may be assigned to meet business needs.

- Screen veterans for safety and risk.
- Conduct a comprehensive, person-centered screening in accordance with best practices.
- Conduct comprehensive need and service assessment.
- Coordinate care plan with veterans and their family.
- Provide follow-up and monitor connections to service delivery.
- Advocate on behalf of the veterans and their family to access federally funded and private organizations to meet basic and related service needs.
- Compose or prepare correspondence, case notes, narratives, and technical reports, notifications, and related documents using computer-based applications.
- Coordinate reporting for the project monthly, quarterly, bi-annually, and annually as required or directed by management.
- Represent 211 TBC at in-person or virtual MY FL VET project meetings or trainings.
- Model the attributes of respect, trust, sensitivity and confidentiality to callers, volunteers and coworkers.
- Model relationship building based on tenets of peer support callers, volunteers, coworkers, and community stakeholders.
- Actively participate in ongoing supervision, training and team meetings
- Attain certification as a Recovery Peer Specialist within 18 months of hire.
- Actively implement the values, philosophy and standards of Recovery Peer Specialist.
- Serve and participate in national, state and local meetings, committees, community activities and outreach events as required.
- Participate in proactive team efforts to achieve departmental and agency goals.
- Follow all organization's policies, practices, and procedures.

Qualification/Requirements:

- Applicants should possess a motivation to help people, a non-judgmental attitude and ability to empathize as well as excellent interpersonal, verbal and written communication skills.
- Knowledge of Health and Human services background preferred.
- Excellent verbal communication, customer service and time management skills
- Ability to read, analyze and interpret documents.

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- Ability to write routine reports and correspondence.
- Ability to respond to common inquiries or complaints from clients or members of the community.
- Ability to effectively present information in one-on-one and small group situations to clients and other employees of the organization
- Ability to add, subtract, multiply and divide.
- Ability to problem solve and manage a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form
- Ability to define problems, collect data, establish facts and draw valid conclusions.
- Strong data entry skills
- Proficient personal computer skills including e-mail, recordkeeping, routine database activity, word processing, spreadsheet, graphics, etc.
- Ability to handle multiple tasks simultaneously
- Ability to work in a fast paced environment

Education/Training/Experience

- Bachelor's degree or currently seeking with major course work in social work, psychology or other field closely related field.
- 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.
- Experience working with the veteran population highly desirable.
- Health and Human services background preferred.
- Experience with federal, state and local government benefit programs preferred.

Physical Demands:

Moderate physical activity performing somewhat strenuous daily activities of a primarily administrative nature. Includes sitting and/or standing for extended periods of time with the ability to lift up to 10 lbs.

Manual dexterity sufficient to reach/handle items, works with the fingers and perceives attributes of objects and materials.

Other:

- Level II Background Screen
- Valid State of Florida Driver's License

The above description is intended to describe the general content, identify the essential functions and the requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

Employee Signature: _____

Date: _____

December 2018
