



## Community Network Coordinator JOB DESCRIPTION

### Overview

Reporting to the Triangle Network Director, the Community Care Coordinator is responsible for managing, developing, and growing the **NCCare360 Triangle Network**. The Community Care Coordinator does this by facilitating connections between existing network partners, out of network resources, community stakeholders and Veterans utilizing a collective impact, community of practice model. The Coordinator is responsible for maintaining and strengthening existing relationships, identifying, and recruiting new resources, growing community awareness of NCSERVES, and providing leadership and technical assistance to local Community of Practice. The Coordinator plans, tracks and implements community engagement activities such as training, education, outreach, provider fairs and the annual NCServes In-progress Review. Monitors, interprets, and reports Network performance indicators. Provides leadership and guidance to the Community Partner Liaisons. Serves as a member of the Triangle Community Veterans Engagement Board and Triangle Community Blueprint. Other duties as assigned.

### PRIMARY RESPONSIBILITIES

- Develop and empower a culture of collective impact and community of practice in the community by engaging and leveraging existing community collective initiatives.
- Engage with existing network partners, identify inactive providers, and recover or remove from network.
- Identify and recruit meaningful new resources to help fill gaps in coverage (service area and geographic)
- Develop time-based provider engagement strategy, to include tracking and reporting
- Facilitate positive and supportive service delivery and feedback from a strengths-based person-entered model within the NCServes Triangle Network.
- Participates in staff meetings, training programs, and NCServes regional sync meetings to foster and facilitate a collaborative work environment amongst a multi-disciplinary team as required.
- Adheres to VBH policies and procedures.
- Excellent written, oral, and public speaking skills with the ability to interact well with the public and clearly articulate the VBH and NCServes mission.

### ADDITIONAL RESPONSIBILITIES

- Data Systems Management: Strong Problem solving and Analytical skills

- Build credible relationships with military personnel, veterans, and their families as well as service providers.
- Seeks supervision and takes initiative in process improvement and sustainability strategies.
- Perform other duties as assigned.
- Ability to access DoD Installations with proper identification.
- Valid drivers license and access to reasonable transportation.

## **QUALIFICATIONS**

- Professional experience in case management or care coordination in the field of human services is required.
- Bachelor's degree preferred or equal relevant experience.
- Military Cultural Competency: Military (or military spouse) experience is strongly preferred.
- Excellent written and oral communication skills.
- Proven ability to perform in a high-paced changing environment.
- High learning agility: demonstrated ability to learn and apply basic concepts in new situations.
- Organizational Skills: self-motivated, self-organized, attention to detail, ability to multi-task, meet deadlines, keep schedules, set priorities, and follow up in a timely manner.
- Proven ability to collaborate and work in a team environment as well as work independently and make sound decisions.
- Proficiency in working with a web-based environment: MS Outlook, Word, Excel, and internal technology platform.
- Proven ability to build strong partnerships and establish rapport with fellow employees, clients, and service providers; ability to engage others in a way that creates possibility through openness, curiosity, unconditional positive regard, creative collaboration, and problem solving
- Proven ability to understand and adhere to field of practice code of ethics, with strong emphasis on boundaries, confidentiality, and cultural diversity
- Genuine desire and commitment to serving veterans and their families.

## **SALARY AND BENEFITS**

- This is a full-time position
- Compensation will be determined based on education and experience