



VETERANS BRIDGE HOME
Intake Specialist Coordinator
JOB DESCRIPTION

OVERVIEW

The Intake Specialist Coordinator (ISC) has demonstrated health and human service skills in the areas of triage, communication, and coordination across departments and with external partners in a high tempo environment. The ISC is invested in growing as an expert companion to Service Members, Veterans, and their Families (SMVF) through ongoing learning, humility, and skill building. The ISC's primary role is receiving and processing client referrals to VBH and the NCServes Care Coordination Center through a variety of channels (community engagement, partner providers, and self-referrals). The ISC utilizes conversational hospitality to engage in time limited interactions with SMVF focused on military affiliation and accurate data capture of geography and primary service request within technology. The ISC completes screening for Social Determinants of Health (Healthcare, Housing, Employment, Benefits, Social Enrichment, and Education), starts a conversation with SMVF about whole health, invites them to complete self-report inventories that will assist them gauge wellbeing, and conducts universal screening for suicide. Working closely with the Community Care Coordinators, the ISC's role is critical to building rapport and capturing essential information for warm handoffs to care coordination team for additional triage and timely, accurate service connection.

PRIMARY RESPONSIBILITIES

- Develop trust and a positive working relationship with individuals, families, communities, and providers/organizations. Provide equitable, quality services across diverse clients and geography, regardless of funding.
- Maintain knowledge base of crisis resources within human services sector across VBH's geographic area of responsibility.
- Intake Specialist Coordinator (ISC) engages SMVF in conversational hospitality around connections requested to advance person centered goals in the areas of Healthcare, Employment, Housing, Benefits, Education, and Social Enrichment.
- Ability to triage, prioritize and respond to incoming service requests across a variety of channels (email, phone, technology platform, service providers, etc.)
- Responsible for answering and triaging phone calls from VBH and NCServes lines.
- ISC ensures all requested connections and information provided to clients is appropriately documented within appropriate technology platform(s) and accurately communicated to client.
- ISC is proficient in screening for Suicide using the C-SSRS, consulting with Care Coordination Team/Care Navigator/Flow Manager/Clinical Director as appropriate and coordinating care for in-depth screening with providers (e.g., Cohen Clinic) and/or emergency crisis resources.
- Ability to advocate for individual and veteran family needs with service providers.
- Participates in internal and external case review and peer review processes to improve community care systems for SMVF.
- Documents all SMVF interactions within technology platform following best practice guidelines; enters detailed notes which accurately reflect resources discussed and navigation provided across in and out of network providers. Reflects in and out of network connections made in technology following practice guidelines.
- Uses database dashboards, tracking spreadsheets, daily sync meetings, and supervision to effectively triage, prioritize and take actions that promote successful resource connection.
- ISC ensures all SMVF connected to VBH / NCServes receive link to self-report inventories through Greenspace and document the same according to agency time standards.



QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable otherwise qualified individuals with disabilities to perform the essential functions.

- Professional experience in customer service and case management/human services is necessary.
- Experience within health and human services using trauma informed communication is preferred.
- Bachelor's Degree in Social Sciences or Education is preferred;
- Military cultural competency (preference given to military service or military spouse).
- Critical Thinking Skills; Ability to navigate complex human systems and relationships.
- Problem Solving skills
- Proficiency in working with a web-based environment.
- Must be detail oriented, organized, and manage multiple tasks simultaneously.
- Patience: Awareness and appreciation of vulnerable populations and systems work.
- Strong relationship management skills with the confidence, energy, and poise to work with a wide range of stakeholders. Ability to work across diverse health and human service settings
- Adaptability & willingness to cross-train across the organization.
- Seeks out and welcomes personal and professional feedback.
- Enjoys operating in high tempo environment
- Strong attention to detail with ability and desire to follow established procedures.
- Seeks out and welcomes personal and professional feedback.
- Conducts oneself in a manner consistent with the professional standards of Veterans Bridge Home.
- Contributes to VBH culture through the embodiment of its values, its leadership practices (e.g., self-reflection, self-leadership, and self-care), and the offering of one's strengths to contribute to mission success.

SALARY AND BENEFITS

- Hours: Full Time, Normal hours 8-5p (Monday-Friday). Some nights and weekends.
- Compensation will be determined based on education and experience
- Benefits include Stipend, Short Term Disability, PTO (Paid Time Off), 401k with match

To learn more and apply for this position, email careers@veteransbridgehome.org