



**VETERANS BRIDGE HOME**  
**Community Coordinator**  
**JOB DESCRIPTION**

**OVERVIEW:**

Primary Occupational Specialty is Community Engagement; Secondary Occupational Specialty is Care Coordination

The Community Coordinator (CC) works with the Network Director to identify and cultivate a community care network of providers for military and veteran families within a defined geographic market. CCs support Network Directors to develop and equip community providers serving Service Members, Veterans, and their Families (SMVF) with military culture and suicide prevention training as well as tools (e.g., technology) to capture and measure service delivery. The CC plans, supports, and attends community engagement events and initiatives with the goals of 1) identifying and capturing new and unique SMVF seeking community and resource connection; 2) building stronger relationships with corporate and community partners; and 3) recruit community volunteers to support the brand and work of VBH. With a foundational knowledge of specific health and human service domains (i.e., Employment, Housing, Financial Assistance, etc.), Community Coordinators follow up with SMVF following events, make holistic connections (referrals) to community partners and/or refer to the Care Coordination Hub for intensive screening and care navigation. Community Coordinators support the Network Director with cultivation of corporate and community partnerships and guides community volunteers through training and volunteer engagement opportunities. Community Coordinators provide routine follow-up in the form of caring contacts and personalized invitations to engage in local community events for all SMVF, corporate and community partners, and volunteers in geographic market. The CC reviews and prioritizes incoming Service Member, Veteran and Family (SMVF) referrals on Unite Us platform. Facilitates collaboration between direct services providers and assists SMVF connect to resources for which they are eligible or may benefit from as needed. Manages data and technology related to partner referrals, referrals needing action, and open cases to promote participation in NCServes Network.

**PRIMARY RESPONSIBILITIES**

- CC plans, supports, and attends community events designed to attract veterans, corporate partners, community service partners, and volunteers. Timely follow up and continued cultivation of all relationships is expected.
- CC assists in building the VBH brand in the Network by ensuring positive and engaging interactions as well as supporting the communications and funding efforts of the organization.
- CC engages SMVF, corporate and community partners, and volunteers in conversational hospitality around military affiliation, whole health, and person-centered goals in the areas of Healthcare, Employment, Housing, Benefits, Education, and Social Enrichment.
- CC engages in timely follow-up with all SMVF connected through community events or who have been identified as benefiting from social enrichment with a by name peer support network connection within 2 weeks by phone or email.
- Conduct quarterly follow-up with all SMVF who complete wellbeing screeners for NCServes Care Coordination Team; Send quarterly greeting cards to the home of SMVF.
- Make quarterly invitations to all SMVF connected through community events and SMVF who complete wellbeing screeners to engage in volunteer and community events.
- CC is proficient in screening for Suicide using the C-SSRS, consulting with Senior Community Coordinator/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.
- Reinforces suicide prevention training and best practices with all key stakeholders.
- Become highly educated in the human services sector across the geographic area of responsibility.
- Maintain knowledge base of crisis resources as well as key provider organizations (e.g., Veterans Healthcare Administration, Veterans Benefits Administration, County VSOs, Mental Health Support Groups, etc.) within human services sector across VBH's geographic area of responsibility.



- Develop trust and a positive working relationship with individuals, families, communities, and providers/organizations. Provide equitable service to SMVF across geography regardless of funding.
- Utilizes person centered skills to assist in determining relevant resources and guide SMVF through the resource connection process.
- Makes referrals to network providers based upon an understanding of partner program eligibility criteria, capacity, location, and member preference/circumstance, and documents the same.
- Ensures eligible Service Members and Veterans are successfully enrolled in VHA.
- Ability to advocate for individual and family needs and participates in regular case review processes.
- Documents key SMVF interactions within technology platform following best practice guidelines; enters detailed notes which accurately reflect resources discussed and connections provided.
- Works with receiving providers to ensure the accuracy, timeliness, and appropriateness of those referrals.
- Uses database dashboards, tracking spreadsheets, and daily sync meetings to monitor service delivery progress.
- Responds to inquiries from a plethora of sources (e.g., individuals, organizations, providers) through offering information and/or direction.

### **QUALIFICATIONS:**

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

- Professional experience, 1-2 years, in development, communications, special events, or community service.
- Education: Bachelor's Degree Preferred
- Military cultural competency (preference given to military service or military spouse)
- Critical Thinking Skills; Ability to navigate complex human systems and relationships
- 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
- Proficiency in working in a web-based technology platform. Proficient in MS Word, Excel, and PowerPoint
- Must possess strong written, verbal communication skills, and can communicate with tact and diplomacy
- Ability to treat information with the highest respect for confidentiality
- Valid driver's license, access to reasonable transportation, and current auto insurance required
- Ability to access DoD Installations with proper identification
- Self-starter and team player with ability to problem solve and collaborate across the organization
- Adaptability & willingness to cross-train across the organization
- Enjoys operating in high op-tempo environment
- 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**

- Full Time Hours: Schedule will be determined in conjunction with the position supervisor to best support community events and client schedules. Schedule will include 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](mailto:careers@veteransbridgehome.org)