



VETERANS BRIDGE HOME
Market Network Director
JOB DESCRIPTION

Overview

Reporting to the Chief Program Officer, the Market Network Director (ND) is responsible for managing, developing, and growing the specified region's Network. The ND facilitates connections between existing network partners, out-of-network resources, community stakeholders, and Veterans utilizing a coordinated care platform. As the flagship location with numerous additional and unique requests, the Metrolina Network Director requires a leader capable of prioritizing competing demands, fostering collaboration and innovation within Network and the community.

The ND maintains and strengthens existing relationships, identifies, and recruits key resources, enhances community awareness of the coordinated care platform, and provides leadership and technical assistance to local partners through a Community of Practice. This role plans, tracks, and implements community engagement activities such as training, education, and outreach events to support network health and growth.

Utilizing technology platforms to track Veteran and provider engagement, the ND provides management and support for the activities and efforts of VBH's Team and partners in community building activities within the market. This includes implementing best practices for maintaining database integrity and ensuring accurate, appropriate, and timely data entry to facilitate seamless care coordination. The ND ensures continuity of care between Community Events and coordinated care efforts, prioritizing efforts through data analysis and collaboration with market Community Care Coordinators.

Additionally, the ND analyzes and communicates market data to inform community engagement, advocacy, and funding efforts of VBH at local, state, and federal levels. This position also provides leadership and guidance to community partners, stakeholders, and designated market Community Care Coordinators, managing market outreach plans, training plans, and care coordination efforts. The ND serves as a leader within the region's Community Veterans Engagement Board and represents the coordinated care platform on the VBH leadership team and key community collaboratives.

PRIMARY RESPONSIBILITIES

- Develop and empower a culture of *collective impact* and *community of practice* in the market by engaging and leveraging existing collaborative community initiatives. Track and analyze the attendance, demographics and flow-thru of attendees from events to care coordination.
- Ensure efficient and effective recruitment and training of network providers, key community stakeholders, and volunteers to build a broader base of support for SMVF in communities across the market.
- Provide leadership and mentorship for key community stakeholders to include sharing data analysis, answering questions, providing guidance on events, creating referrals, providing information on community resources, and making decisions on how to proceed with difficult Veteran needs.
- Utilize VBH's Salute to Service Lounge and/or appropriate partner locations as an asset to improve Community Engagement and Provider Engagement performance.
- Plan and implement a strategy for maintaining, growing, and maturing market network; and analyze metrics to ascertain market health and pinpoint areas needing attention.
- Engage, develop, and retain existing network partners.



- Identify inactive providers and determine next actions (recovery or removal from network).
- Identify and recruit key resources to help fill gaps in coverage (service area and geographic)
- Develop time-based provider engagement strategies, to include tracking and reporting.
- Provide leadership and guidance to MCC and ensure coordination and referrals to VBH Care Coordination Center for complex or at-risk veterans.
- Reinforce suicide prevention training and best practices with all key stakeholders.
- Participate in multi-disciplinary and collaborative staff meetings, facilitate training programs to include Mental Health First Aid, and regional and state-wide meetings.
- Participate in individual and/or group consultation with Clinical Director and/or VBH Care Coordination Center to mitigate risk and promote the safety and well-being of complex clients.

QUALIFICATIONS

- Professional experience: >10 years of leadership experience preferred; professional experience in customer service and/or health and human services delivery preferred.
- Education: Bachelor's Degree Preferred
- Veteran or military spouse preferred or equivalent understanding of military cultural competency.
- Knowledge of SMVF-focused non-profits, connections within the Metrolina SMVF network or regional/national connections preferred.
- Proficiency using Microsoft Office Suite, Teams and SharePoint, and web-based applications; ability to learn new software systems utilized by VBH.
- Willingness to listen, learn, and internalize the mission of VBH, demonstrating ethical behavior and cross-cultural awareness in line with VBH values.
- Excellent written and verbal communication skills, briefing and presentation skills for both in-person and virtual environments.
- Demonstrate initiative, intellectual curiosity, strategic thinking, high sense of accountability, attention to detail, ability to work under pressure, inner confidence, self-awareness, and resourcefulness.
- Ability to recognize problems, identify solutions, and effectively communicate up, down, and across the organization structure.
- Highly organized with the ability to multitask handling a large workload, adapt to re-prioritization, and manage time, resources, and personnel effectively and efficiently.
- Exhibit a strong presence, outstanding interpersonal skills, excellent leadership and influencing skills, along with self-confidence, energy, and enthusiasm.
- Strong relationship management skills with the professionalism and poise to work with a wide range of stakeholders. Ability to work across diverse health and human services settings.
- Demonstrate excellent goal setting and capacity to articulate value/impact of any activity and relationship.
- Ability to work autonomously and manage scenarios with ambiguity in a highly complex environment, providing clarity of direction and purpose when not evident.
- Valid driver's license, access to reasonable transportation, and current auto insurance required.
- Ability to access DoD Installations with proper identification; to maintain confidentiality of records and information.

SALARY AND BENEFITS

- Full Time Hours: Schedule will be determined with supervisor to best support community events and stakeholder 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.