



VETERANS BRIDGE HOME
Market Community Coordinator
JOB DESCRIPTION

OVERVIEW:

The Market Community Coordinator (MCC) works with the Market Network Director (ND) to identify and cultivate a network of community partners to be providers for Service Members, Veterans, and their Families (SMVF) within a defined geographic market. The MCC supports the Network Director to develop and equip community providers who assist SMVF with military cultural competency and suicide prevention training as well as tools (e.g. technology) to capture and measure service delivery. The MCC supports community engagement events and initiatives with the goal of meeting SMVF and identifying unique individuals in need of community and resource connections. Utilizing a foundational knowledge of specific health and human service domains (i.e., Employment, Housing, Financial Assistance, etc.), the Market Community Coordinator follows up with SMVF to make connections to community partners and/or refer to VBH's Care Coordination team for additional screening and care navigation. The MCC provides routine follow-up via regular calls, emails, and personalized invitations to SMVF, to engage in local community events, who also requested networking and social enrichment opportunities. The MCC reviews and prioritizes incoming SMVF referrals on the Unite Us technology platform; facilitates collaboration between direct services providers and assists SMVF connection to resources for which they are eligible or may benefit from as needed. Also, the MCC manages data and technology related to partner referrals, referrals needing action, and open cases to promote participation in a Community of Practice and empower a culture of collective impact.

PRIMARY RESPONSIBILITIES

- MCC engages SMVF in conversational hospitality around military affiliation, whole health, and person-centered goals in Healthcare, Employment, Housing, Benefits, Education, and Social Enrichment, etc.
- Timely outreach to 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 two weeks by phone or email.
- Conducts quarterly follow-up with all SMVF who complete well-being screeners; Sends 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.
- MCC screens SMVF using the Columbia Suicide Severity Rating Scale(C-SSRS), consulting with Network Director/Coordination Center Manager/Care Navigator/Clinical Director as appropriate and coordinating care for in-depth screening with providers and/or emergency crisis resources.
- Participates in multi-disciplinary and collaborative staff meetings, facilitates training programs to include Mental Health First Aid and Unite Us.
- 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 positive working relationships with individuals, families, communities, and providers/organizations. Provide equitable service to SMVF across geography.
- Utilizes person-centered skills to help determine 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 Veterans Health Administration (VHA).
- Advocates for SMVF needs across the Social Determinants of Health spectrum.



- Documents key SMVF interactions within technology platform following best practice guidelines; enters detailed notes which accurately reflect resources discussed and connections provided.
- Works with providers to ensure the accuracy, timeliness, and appropriateness of sent and received referrals.
- Uses database dashboards, tracking spreadsheets, and daily sync meetings to monitor service delivery progress while regularly participating in case review processes.
- Responds to inquiries in a timely manner from multiple 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 customer service, sales, and/or case management/human services
- Education: Bachelor's Degree in Social Sciences preferred
- Veteran or military spouse preferred or equivalent understanding of military cultural competency.
- Highly organized with the ability to multitask handling a large workload, adapt to re-prioritization, and manage time, resources, and personnel effectively and efficiently.
- Strong relationship management skills with the confidence, energy, poise and patience to work with a wide range of stakeholders. Ability to work across diverse health and human service settings.
- Critical Thinking Skills: Ability to navigate complex human systems and relationships.
- Effective communication up, down, and across the organization structure.
- Exhibit patience with, and awareness and appreciation of, vulnerable populations and systems work.
- Proficiency using Microsoft Office Suite, Teams and SharePoint, and web-based applications; ability to learn new software systems utilized by VBH.
- Strong written and verbal communication skills, briefing and presentation skills for both in-person and virtual environments.
- Ability to treat information with the highest respect for confidentiality.
- Demonstrate initiative, intellectual curiosity, strategic thinking, high sense of accountability, attention to detail, ability to work under pressure, inner confidence, self-awareness, and resourcefulness.
- Conducts oneself in line with the professional standards of Veterans Bridge Home.
- Willingness to listen, learn, and internalize the mission of VBH, demonstrating ethical behavior and cross-cultural awareness in line with VBH values.
- 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 the position supervisor to best support community events and client schedules. Schedule will include some nights and weekends.
- Compensation range \$48K-\$55K annually and determined based on education and experience.
- Benefits include Stipend, Short Term Disability, PTO (Paid Time Off), 401k with company match.

To apply for this position, email your resume, position title and market, Triangle/Raleigh area or Sandhills/Fayetteville area, to careers@veteransbridgehome.org