

Classification:	Full-time, Exempt
Position Summary:	The primary responsibility of the MYFLVET Care Coordinator is to apply the tools developed in his/her own recovery/experiences and the philosophy and values of the Florida Peer Network to help veterans successfully navigate behavioral health and other systems of care.
Date Reviewed/ Updated:	August 2020

The Care Coordinator

- Will provide comprehensive system navigation and support through intake, screening, assessment, referral and linkages to Federal VA services and other behavior health services to clients with behavioral health concerns or identified low to moderate lethality suicidal ideation.
- Will collaborate, coach, and challenge individuals to view presenting crisis as an opportunity for growth and change and support the individual's recovery process.
- May provide support and training for staff and community agencies to increase understanding of veteran needs.
- Assist in responding to general 211 calls

Services may be provided via telephone, email, text messaging or in-person.

Required Knowledge and Skills

- Excellent communication and interpersonal skills
- Broad general knowledge of human services
- Familiarity with Brevard County health and human services network highly desirable
- Willingness/ability to handle all types of calls/problems in a non-judgmental manner, including those dealing with such potentially sensitive topics as abortion, alcoholism, mental illness or child abuse
- Ability to get along well with others, including persons of different ethnic or cultural backgrounds
- Ability to work independently or in a team setting
- Bilingual (Spanish/English) highly desirable
- PC skills in a Windows environment, including Outlook & navigating the Internet; proficient in word processing/data entry
- Ability to type 35 WPM
- Successful completion of 211 Brevard class and practical training

Duties and Responsibilities

- Attain certification as a Recovery Peer Specialist within 18 months of hire
- Actively implement the values, philosophy and standards of the Recovery Peer Specialist
- Demonstrate competency in the field of peer recovery
- Model relationship building, based on the tenets of peer support, with callers, volunteers and coworkers
- Model the attributes of respect, trust, sensitivity and confidentiality to callers, volunteers and coworkers
- Actively participate in ongoing supervision, training and team meetings
- Screen for safety and risk; conduct comprehensive needs and service assessments
- Coordinate care plans with veterans and their families
- Facilitate referral to appropriate treatment or service providers or facilities
- Advocate on behalf of veterans and families to access federally funded and private organizations to meet basic and related service needs
- Compose or prepare correspondence, case notes, narrative and technical reports, notifications, and related documents using computer-based applications

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- Conduct comprehensive, person-centered activities in accordance with best practices
 - Follow-up and monitor service delivery and care environments
 - Build relationships with and engage community partners in service provision and coordination

Education and Experience

- U.S. veteran of a branch of the United States Military Forces including the Coast Guard and National Guard (retired or reservist).
- Copy of DD-214 required as proof of military service.
- Bachelor's degree or currently seeking with major course work in social work, psychology or other closely related field
- Experience working with the veteran population highly desirable.

Work Schedule

My Florida Vet Care Coordinators/Peer Specialists normally work Monday – Friday schedules. Mandatory outreach activities may require occasional night or weekend work as assigned by the MFV Team Leader. Adjustments to normal schedules are made when such work is required.

211 Brevard serves as source of citizen information in disaster situations and all employees will be expected to work shifts prior to, during and/or following a community disaster and answer other 211 Brevard calls as necessary.

Employee Agreement

My signature below confirms that I understand and agree to the following:

- This job description does not create an employment contract, implied or otherwise, other than an “at will” relationship.
- I will read the Operations and Employee Manuals for further clarification of my responsibilities as an employee.
- I must be able to perform the responsibilities and job functions outlined above to continue my employment with the agency.
- 211 Brevard's helpline services are operational 24 hours/365 days annually and at times I may be expected and agree to work nights or weekends.
- 211 Brevard performs contractual functions related to community disasters. I understand that I may be required to work designated pre/during/post disaster shifts.
- I will provide proof of a valid driver's license annually. My driving record may be checked, and a record of violations as delineated in agency policy may result in limitations to my ability to drive on 211 Brevard business or the termination of my employment if driving is an essential job function.

Employee Name: _____ Signature: _____

Date: _____