



## Community Network Director JOB DESCRIPTION

### Overview

Reporting to the Regional Network Director, the Community Network Director is responsible for managing, developing, and growing the NCServes *Triangle* Network. The Community Network Director does this by facilitating connections between existing network partners, out of network resources, community stakeholders and Veterans utilizing a collective impact model. The Network Director is responsible for maintaining and strengthening existing relationships, identifying, and recruiting key resources, growing community awareness of NCSERVES / NCCARE360, and providing leadership and technical assistance to local partners through a Community of Practice. The Director plans, tracks and implements community engagement activities such as training, education, outreach events in the service of network health and growth. In this role, the Network Director monitors, interprets, and reports Network performance indicators for funding contracts and through existing collaboratives. The Network Director provides leadership and guidance to community partners, stakeholders, and Care Coordination staff. In conjunction with the Regional Network Director and the Clinical Director, the Network Director manages the care coordination of complex Veterans to identify and connect them to available community resources. This position serves as a leader within the Triangle Community Veterans Engagement Board and as a NCSERVES / NCCARE360 representative on the VBH leadership team, contributing to strategic planning, implementation, and training to include VBH Organizational & Leadership Training. Other duties as assigned.

### PRIMARY RESPONSIBILITIES

- Develop and empower a culture of collective impact and community of practice in the community by engaging and leveraging existing community collaborative initiatives.
- Engage and develop 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 and implement NCServes Triangle Market Work Plan.
- Develop time-based provider engagement strategies, to include tracking and reporting
- Provide leadership and guidance to the Care Coordination staff.
- Utilize a strengths-based, person-centered approach to develop people within the NCServes Triangle Network.
- Participate in multi-disciplinary and collaborative staff meetings, training programs, and NCServes / NCCARE360 regional meetings.
- Participate in individual and/or group consultation with Clinical Director to mitigate risk and promote the safety and well-being of complex clients.

- Adhere to VBH policies and procedures.

## **ADDITIONAL RESPONSIBILITIES**

- Excellent written, oral, and public speaking skills with the ability to interact well with the public and clearly articulate the VBH and NCServes mission.
- Data Systems Management: Strong Problem solving and Analytical skills
- Build credible relationships with military personnel, veterans, and their families as well as service providers.
- Seek supervision and takes initiative in process improvement and sustainability strategies.
- Performs other duties as assigned.

## **QUALIFICATIONS**

- Professional experience in case management or care coordination in the field of human services is required.
- Bachelor's degree preferred or equal relevant experience.
- Military Cultural Competency: Military (or military spouse) experience is strongly preferred.
- Excellent written and oral communication skills.
- Proven ability to perform in a high-paced changing environment.
- High learning agility: demonstrated ability to learn and apply basic concepts in new situations.
- Organizational Skills: self-motivated, self-organized, attention to detail, ability to multi-task, meet deadlines, keep schedules, set priorities, and follow up in a timely manner.
- Proven ability to collaborate and work in a team environment as well as work independently and make sound decisions.
- Proficiency in working with a web-based environment: MS Outlook, Word, Excel, and internal technology platform.
- Proven ability to build strong partnerships and establish rapport with fellow employees, clients, and service providers; ability to engage others in a way that creates possibility through openness, curiosity, unconditional positive regard, creative collaboration, and problem solving
- Proven ability to understand and adhere to field of practice code of ethics, with strong emphasis on boundaries, confidentiality, and cultural diversity
- Genuine desire and commitment to serving veterans and their families.
- Valid driver's license, access to reasonable transportation, and current auto insurance required.
- Ability to access DoD Installations with proper identification.

## **SALARY AND BENEFITS**

- This is a full-time position
- Compensation will be determined based on education and experience