



VETERANS BRIDGE HOME
Community Care Coordinator
JOB DESCRIPTION

OVERVIEW

Reporting to the Clinical Director for daily operations and supporting the Community Network Director with provider engagement, the community Care Coordinator (CC) is responsible for functioning as a subject matter expert on service pathways corresponding to key Social Determinants of Health (Healthcare, Housing, Employment, Benefits, Social Enrichment, and Education) within a particular geography inclusive of rural counties and urban centers. The CC works with the Network Director and Care Coordination Team to identify, develop, and support key providers serving military and veteran families. CC performs outreach to identified Veterans, utilizes a holistic screener tool to triage needs and works with partner providers and the care coordination team to coordinate quality and timely care in the community. The CC functions to build community care teams using UniteUs technology and facilitates collaboration between direct services providers to ensure accurate and timely service as well as accurate data capture from reception to case closure. The CC utilizes the Unite Us technology platform and other approved data systems and tools to ensure timely, quality referrals and accurate data capture of connections made and services provided across social determinants of health within the NCCARE360 network.

PRIMARY RESPONSIBILITIES

- Works with Network Director to maintain up-to -date key provider list by geography and functional area.
- Functions to make formal connections between community organizations providing direct services to military and veteran families and individual military and veteran families in need of services across key functional areas / SDoH using technology and existing relationship network.
- Operates in a Team environment independently and in tandem with other CC staff in service of key providers and military and veteran families.
- Utilizes person centered skills and data to expand strategic provider/organizational engagement using UniteUs technology.
- Utilizes person centered skills to assist in determining relevant resources and guides military and veteran families through the resource connection process.
- Participates in regular case review processes for complex veterans or family members.
- Ensures engaged military and veteran families navigate care pathways successfully through the NCCARE360 network and get connected to existing resources.
- Documents military and veteran family interactions within UniteUs platform following best practice guidelines.
- Utilizes database dashboards, tracking spreadsheets, and daily team meetings to monitor service delivery progress and determine daily contact list based upon need and urgency.
- Makes referrals to network providers based upon an understanding of partner program eligibility criteria, capacity, location, and client preference/circumstance, and documents the same.
- Works with receiving providers to ensure the accuracy, timeliness, and appropriateness of those referrals.
- Become highly educated in the human services sector across the geographic area of responsibility.
- Develop trust and a positive working relationship with individuals, families, communities, and providers/organizations.
- Responds to inquiries from a plethora of sources (e.g., individuals, organizations, providers) through offering information and/or direction.
- Assists in immediate crisis.
- Broadens awareness of key organizations and services across the state, irrespective of market and/or backbone organization.
- Conducts oneself in a manner consistent with the professional standards of Veterans Bridge Home.
- Participates in Veterans Bridge Home/NCCARE360 meetings and trainings.



QUALIFICATIONS

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

- Professional experience in customer service, sales, and/or case management/human services necessary.
- Bachelor's Degree in Social Sciences or 1 – 2 years in human services or equivalent experience.
- Military cultural competency (preference given to military service or military spouse).
Critical Thinking Skills; Ability to navigate complex human systems and relationships.
- Problem Solving Skills
- Organized with developed self-management skills. Able to work with multiple clients, providers, databases, and communication tools to support quality and efficient care delivery in a fast paced environment.
- Proficiency in working with a web-based environment.
- Patience: Awareness and appreciation of vulnerable populations.
- Ability to work effectively in community and direct service settings.
- Seeks out and welcomes personal and professional feedback.

SALARY AND BENEFITS

- Hours: Normal hours 8-5p (Monday-Friday). Some nights and weekends.
- Compensation will be determined based on education and experience
- Benefits include: Stipend, Short Term Disability, PTO, 401k with match