Job Description

Position Title: Military and Veteran Program Coordinator

Classification: Exempt, Full-time

Reports To: Director of Military Relations

Direct Reports: Military and Veteran Program Director

Location: Long Island, NY

BACKGROUND:
We believe those touched by military service can succeed at home by restoring their sense of self, family, and hope. Nationally, Hope For The Warriors® provides comprehensive support programs for service members, veterans, and military families that are focused on transition, health and wellness, peer engagement, and connections to community resources.

CORE VALUES:
Hope For The Warriors® understands the challenges, pride, and joy of being a military family. For today, tomorrow, and years to come, we will strive to meet the changing needs of service members and their families. Additionally, we value community. Through our grass roots philosophy of interacting with the communities we live in, work in and send our service members to, we establish and nurture the relationships that have become the foundation of our support.

PRIMARY ROLE:
The main purpose of this position is to increase the visibility of the Hope For The Warriors® programs being offered to the wounded and fallen family communities. This position will also serve as the liaison between military families and Hope For The Warrior staff. The position will also assist the local community relations coordinator with increasing the number of active participants and supporters attending outreach events, workshops, and programs throughout the region.

PRIMARY RESPONSIBILITIES:
• Regional military outreach: determining ways to reach out to the wounded and fallen family communities, assess the community’s needs, and refer to the appropriate program contact. This includes involvement with area VA systems, regional veteran community events, and additional supporting agencies and nonprofit organizations.
• Track and refer potential participants using standard Hope For The Warriors operating procedures (SOPs).
• Upload appropriate service member and case information to the Hope For The Warriors case management system.
• Update the case management system regularly with correspondence logs and interactions.
• Recruit service member, veteran and family member participants for local event opportunities.
• Liaison for regional Combined Federal Campaign (CFC) events.
• Liaison between local service members, families and other Hope For The Warriors® staff.
• Track metrics to be reported to the Military Relations Director and other staff (how many times the service members were reached; how many referrals received, etc.).
• Attend and support military outreach events.
• Assist the Community Relations Coordinator with larger events within the local community and periodically attend
• Utilize a bio-psychosocial approach to assess the needs of the warrior service member, veteran and family
• Provide overview of all HFTW programs and services as applicable to the client.
• Communication Skills: The MVPC needs to be a good listener and good speaker. The MVPC will need to be able to establish rapport with the client in a short period of time and then effectively communicate the client’s needs to the staff of referral program(s).
• Communicate referrals and client information effectively to receiving program staff to ensure client’s needs are recognized and addressed.

Competencies:
• Strong background and knowledge of military culture
• Strong interpersonal skills and the ability to work well with individuals across all organizational levels
• Excellent oral and written communication skills
• Possesses strong organizational skills with attention to detail
• Ability to work both independently and collaboratively in a professional manner, and prioritize projects to meet deadlines
• Understanding of civilian, veteran and military disability process
• Prepares and edits reports, Excel spreadsheets and PowerPoint presentations, Represents the organization in a professional manner
• Performs other duties as assigned or may be necessary

Requirements:
• BA/BS degree preferred
• 4+ years prior veteran organization experience in events, patient advocacy, and/or case management experience preferred
• Experience with Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and database applications
• Raiser’s Edge knowledge is a plus

WORK ENVIRONMENT:
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The qualified employee will work in an office setting, and interact with staff, consultants, and outside vendors, therefore he/she may be subjected to interruptions throughout the workday. The position will require some flexible hours, in addition to local and national travel (approximately 40%).

PHYSICAL REQUIREMENTS:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The position requires the ability to sit for sustained periods of time, travel and drive. The vision requirement includes close vision. The employee is occasionally required to lift up to 30 pounds.