Job Description

Position Title: Military and Veteran Peer Support Lead

Classification: Exempt, Full-time

Reports To: Director Military Relations

Direct Reports: N/A

Location: NY, NC

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® (HOPE) 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® (HOPE) 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 root’s 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 Military and Veteran Program (MVP) team is primarily responsible for Veteran Peer Support and Veteran Community Connection throughout the United States. The Military and Veteran Peer Support Director will work closely with the Director of Military Relations on the strategic direction of the Military and Veteran Program. The Military and Veteran Peer Support Director will assist the Director of Military Relations with increasing the scale, scope and visibility of the MVP program offered to active-duty service members and veterans. MVP’s are “forward deployed” staff and serve as the connectors between military families, the local communities and HOPE program staff.

PRIMARY RESPONSIBILITIES:

Program Development (60%)
• Alongside the Director of Military Relations, provides oversight and management of the development of the Military and Veteran Program including analyzing program metrics, growth opportunities and staff training.
• Responsible for MVP manuals, standard operating procedures, and documenting general program operations.
• Operates under a wellbeing and wellness domain model and approach to care and client services.
• Collaborate with fellow HOPE Well-Being program staff in the delivery of HOPE’s 6-Domains of Well-Being including Financial Wellness, Life Roles, Physical Wellness, Emotional Wellness, Social Support and Community Connection.

• Provides clinical case management support within the MVP, including advocacy, outreach, and as deemed appropriate, assessment and treatment intervention to service members, family members, or veterans seeking services.

• Proficient use of organization-wide database system and works closely with client database management team to ensure integrity of data collected.

• Supports the grants team with relevant information related to outcomes and programming goals.

• Research and review program eligibility and assessment, identify community resources, and program recordkeeping.

• Networks and coordinates programming with community organizations, agencies and care facilities

Military Veteran Case Management (30%)

• Provide overview of all HOPE programs and services, as applicable, to the veterans seeking support from the Military Relations Program.

• Manage client case notes and case information to the Hope For The Warriors Salesforce system, updating regularly with correspondence and interaction notes to ensure comprehensive and current client case management is maintained.

• Communicate referrals and client information effectively to appropriate HOPE staff and Well-Being Program Case Managers (PCMs) to ensure client’s needs are recognized, coordinated, and addressed.

• Recruit service members, veterans, and family members to participate in HOPE sanctioned opportunities.

• Provide bi-weekly activity reports to MR Director and participate with fellow MVPMs in monthly “Status and Strategy” planning meetings led by Director of MR, as appropriate.

Program Outreach (10%)

• Engage local, regional and national community partners to ensure those communities understand HOPE’s mission and connection to the Veteran population.

• Participate in regional outreach to assess the local military community needs and refer to the appropriate HOPE program contact. This includes involvement with area VA systems, regional veteran community events, and additional supporting agencies and nonprofit organizations, as well as attendance and participation in military outreach events.

• In coordination with the National Donor Events Manager and Senior Director of Strategic Partnerships, support current corporate partners as needed or directed and, in the course of normal duties, provide information to HOPE’s Development Team about potential new corporate partners.

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

• Strong communication skills and possess an entrepreneurial spirit and possess excellent interpersonal communication skills.

• Understanding of civilian, veteran, and military disability services process, especially through the VA

• Prepares and edits reports, Excel spreadsheets and PowerPoint presentations as necessary and represents the organization in a professional manner

Qualifications:

• 3-5 years’ experience working in the community; Veterans Administration experience strongly preferred.

• 1-3 years’ experience building and managing programs within the Veteran community.

• Military Veteran (honorably discharged/retired).

• Must have Military Base access.
• BA/BS degree preferred or Master of Social Work degree from an accredited university, Licensed Clinical Social Worker preferred.
• 2+ years prior veteran organization experience in events, patient advocacy, and/or case management experience preferred.
• Experience with Salesforce, Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and database applications

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 approximately 30 pounds.

ACKNOWLEDGMENTS:
I have read and understand this job description and fully understand the requirements set forth herein. I accept the position and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability. I further understand that my employment is at-will; that my employment may be terminated at will by Hope For The Warriors® or myself, with or without notice for any reason not expressly prohibited by law.