



Job Description

Position Title:	Military and Veteran Program Coordinator
Classification:	Exempt, Full-time
Reports To:	Director, Military Relations
Direct Reports:	N/A
Location	New York, New York

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, veterans 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, veterans and families to, we establish and nurture the relationships that have become the foundation of our support.

PRIMARY ROLE:

The main purpose of the Military and Veteran Program Coordinator (MVPC) is to increase the visibility of the Hope For The Warriors® programs being offered to veterans, service members, caregivers and military families in their communities. Our veteran MVPCs are our “forward deployed” staff and serve as the connectors between military families, the local communities and Hope For The Warrior program staff. In this frontline position, the MVPC serves a critical role as ambassador and liaison to military bases, civic and other veteran non-profit organizations, chambers of commerce, and local government agencies, and must be a visible and active presence in each.

PRIMARY RESPONSIBILITIES:

Hope For The Warriors Veteran Engagement

- Engage with Military Relations Program Participants through various communications strategies.
- Provide Peer to Peer outreach support to address challenges faced by veterans and their families. When necessary, connect veterans to HOPE Regional Social Workers.
- Ensure all Military Relations Program Participants have an awareness and opportunity to participate in HOPE programs and services relevant to their needs.
- Identify and refer potential program participants to HOPE using the standard Hope For The Warriors operating procedures (SOPs).
- Accurately and effectively communicate the program referral process to ensure veteran needs are recognized and addressed in a timely manner.

- Upload appropriate service member/veteran and case information to the Hope For The Warriors Salesforce system, updating regularly with correspondence logs and interaction notes to ensure comprehensive and current case management is maintained.
- Using standard reporting methods developed by Director of Military Relations, track and report metrics to other HOPE staff, to include new client cases, communication statistics (i.e. how many follow-ups at specific time intervals and the results of each), and program participation.

Hope For The Warriors Event Engagement

- Recruit service members, veterans and family member participants for local, regional and national event opportunities.
- Assist fellow HOPE Team Members with veteran and family attendance at outreach events, virtual workshops, and virtual and in-person program opportunities at a local, regional and national level.

Hope For The Warriors Outreach

- Responsible for ongoing outreach at the local and regional level. The goal of HOPE outreach efforts is to increase awareness of HOPE Programs and Service in your area. This includes attending meetings at area VA systems, regional veteran community events, supporting other partner in mission support with other nonprofit organizations, as well as attending and participating in military outreach events

Additional Priorities:

- Provide activity reports and participate with fellow Military Veteran Program Coordinators and Managers “Status and Strategy” planning meetings led by Director of Military Relations, as appropriate.
- Communication Skills: The MVPC must have an entrepreneurial spirit and possess excellent interpersonal communication skills. The MVPC will need to be able to establish rapport with the HOPE Warrior Community in a short period of time and then effectively communicate the Warrior’s needs to referral program(s) through the intake process. MVPCs should become a well-known and welcome part of the local community and regions overall veteran-focused community.

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 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
- Performs other duties as assigned or may be necessary.

Requirements:

- Military Veteran (honorably discharged/retired)
- Military base access
- BA/BS degree preferred
- 2+ years prior veteran organization experience in events, veteran advocacy, and/or case management experience preferred
- Experience with Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and database applications
- Salesforce 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.