

Human Services Program Coordinator

Position Summary

Under general supervision of the Veterans Program Supervisor, this position serves as a Wisconsin Department of Veterans Affairs (WDVA) representative for veteran and stakeholder outreach coordination for veterans throughout various assigned regions of Wisconsin. The incumbent conducts outreach support in the form of case management to veterans to ensure they are connected to proper treatment and follow up to ensure that the treatment is continual and effective, providing the appropriate recovery supports to be successful. This position provides life sustaining and betterment resources for veterans and their families which may include behavioral health, housing and employment.

The incumbent liaises with local community agencies, non-profit organizations and federal, state and local government offices and programs in providing communication support that includes workshops, town hall meetings, and veteran events such as stand-downs, benefit fairs, mental health presentations and street marketing. The position's responsibilities include implementation of a media marketing plan that supports the delivery of program services throughout the regions in Wisconsin. This position represents WDVA to both veteran and non-veteran organizations, promoting veterans and veterans' benefits in order to maximize delivery to Wisconsin veterans.

Incumbent acts as a WDVA Regional Program Coordinator providing a vast array of support services for Wisconsin veterans and their families.

Time % Goals and Worker Activities

35% A. Liaison with Federal and State Veterans' Benefit, Program and Resource Providers

- A1. Coordinate and work with all Veteran Service Organizations, County Veterans Service Officers, non-profit organizations, law enforcement, federal agencies and other stakeholders providing wrap around services for Wisconsin Veterans.
- A2. Liaison with Federal VA Regional Office, medical centers, outpatient clinics, and veteran centers and law enforcement agencies to enhance communications, support and awareness of VORP and WDVA program and services throughout Wisconsin.
- A3. Liaison between other non-profits that work with veterans to ensure maximum outreach to veterans ensuring enhanced cooperation and relationship development.
- A4. Identify and network with providers in the service areas, making every effort to provide treatment and life sustaining choices for veterans in the program.

30% B. Resource Case Management and Special Assistance

- B1. Provide specified case management and record keeping of veterans in need supported with ongoing information and services through intake-screening, case management, and discharge planning.
- B2. Provide face-to-face assistance and interactions with a wide range of veteran populations at various locations throughout Wisconsin. Locations may include homeless street services, jail systems, Veterans Housing and Recovery Program sites or at the veteran's home of residence. Service support may include housing placement, counseling services, health care, financial planning, income support, transportation, legal services, child care, entitlements, vocational assistance, education, recreation, and other needed assistance.

- B3. Use Motivational Interviewing principles to involve the veteran in treatment planning with specific and individualized goals and objectives, along with use of initial assessments.
- B4. Ensure that program case management support is performed within the guidelines of federal and state directives and established operating procedures and allows for individualized tracking and transfer of regional services.
- B5. Develop and maintain a data system that tracks regional services in support of day-to-day case management allowing for transfer between regions.
- B6. Utilize the Homeless Management Information System (HMIS) to post information on provided services and case management activities for veteran interactions.

30% C. Provide Regional Outreach Services in Support of WDVA Benefits and Programs

- C1. Identify marketing and networking means for the Veterans Outreach and Recovery Program (VORP) that distributes information into the communities of Wisconsin.
- C2. Distribute program literature and materials throughout program services areas.
- C3. Work with community partners to provide linkages to necessary services as well as coordination of these services.
- C4. Maintain up-to-date inventory of provider and service information that support the VORP.
- C5. Provide direct, indirect and assistance for veterans and family members seeking Federal and State benefits.
- C6. Assist with planning and delivery of regional department conferences, meetings, events, training workshops, some of which are large and complex in scale.
- C7. Provide and assist with outreach and in-reach services for department mental health and addiction service programs such as suicide, opioids, PTSD and other forms of mental needs.
- C8. Function as a department liaison for special events, speaking engagements, and/or media events to support the overall mission of the department.

5% D. Program Delivery through Communications and Assessments

- D1. Act as department point of contact and responsible designee for developing and providing information and services that are unique and focused on veterans and their families.
- D2. Identify through regional meetings, events, conferences and social media contacts resources that support life sustainment and betterment for veteran and family needs.
- D3. Track program information and services providing reports for leadership on the effectiveness and quality of program and services.
- D4. Maintain interactions and communications with state service organizations in support of veterans and their families in developing support means for their unique needs.
- D5. Support the department's communications plan by providing potential content for various social media platforms.
- D6. Complete other duties as assigned.

Knowledge, Skills and Abilities

1. Knowledge of federal and state benefits available to veterans and their dependents
2. Knowledge of homelessness, mental health, and substance abuse disorders
3. Knowledge of case management
4. Knowledge of statutes and regulations related to client rights and privacy, including the Health Information Portability and Accountability Act (HIPAA)
5. Ability to inform a wide range of groups and individuals about veterans' benefits, programs and resources
6. Skill in developing and maintaining working relationships
7. Knowledge of federal, state, veteran service organizations, County Veterans Service Officers, and community-based organizations
8. Knowledge of military structure and history, and veterans issues
9. Skill in utilizing computer applications, specifically Microsoft Word, Outlook, Excel and PowerPoint
10. Knowledge of internet and social media
11. Skills in problem problem-solving and negotiating among diverse perspectives
12. Knowledge of outreach and public communication principles, techniques, tools, and strategies
13. Knowledge of principles and practices of customer service
14. Skill in verbal and written communication

Special Requirements

- Occasional overnight and weekend travel
- Travel to various counties on daily or weekly basis
- Ability to work remotely from various locations including all counties within assigned region
- Maintain a valid driver's license which meets State of Wisconsin fleet requirements
- Due to the nature of this position the work location will occasionally be correctional facilities and facilities that serve homeless populations