



ILLINOIS JOINING FORCES
*Supporting Service Members, Veterans
and their Families*

Job Title: Veteran Community Care Coordination Specialist

Position Summary: The Veteran Community Care Coordination Specialist assists Illinois Joining Forces in providing the most accessible and highest quality comprehensive customer service and screening services to the Illinois Service Member, Veteran, and their family communities. This position works within an inbound/outbound Care Coordination Center, accurately collecting client information and demographics, assisting clients with identifying behavioral health benefits and community resources, and referral and case management to appropriate services.

Essential Responsibilities:

- Responsible for providing clients needed information and resources via phone, text, chat, email and face to face conversations.
- Collect client information and demographics as defined by department standards to accurately assess eligibility of resources
- Resolve escalated client concerns and crises on an as need basis.
- Identify possible solutions to client's complex case scenarios.
- Engage with agency partners to support the needs of clients and community members.
- Provide accurate information, assessments, referrals and advocacy to all clients
- Provide exceptional customer service to clients and identify and recommend improvements for quicker and more efficient customer service delivery.
- Follow up with select clients on a weekly basis to capture outcomes and alternative options.
- Supply other Navigators with new resources found that can support clients
- Assist Care Coordination Center Supervisor with special projects as assigned.
- Act as an organization liaison at community fairs, meetings, and presentations within and outside of normal business hours.
- Assist Resource team on discrepancies with agency information

Qualifications:

- Bachelor's degree in psychology, mental health counseling, human services, social work, rehabilitation counseling, or related mental health field. Equivalent combination of education, experience, training, and certifications (LPC or LCPC) may be considered in lieu of degree.
- Knowledge of military service and Veteran issues strongly preferred
- Experience working with PTSD and TBI strongly preferred
- 2 years of relevant experience preferred working in a Contact Center, or Human Services related field, specifically case management, trauma-informed care knowledge, PTSD, TBI, and mental health training, crisis services, unemployment, and or VA benefits,
- Demonstrated experience completing assignments and projects on time
- Ability to work in a fast-paced environment and shifting gears quickly to accommodate change.
- Ability to deal calmly, patiently and effectively with tense situations.
- Ability to express empathy when working and communicating with diverse client populations
- Demonstrated experience handling client's requests and addressing potential obstacles by being resourceful
- Demonstrated experience working with Microsoft Office

We encourage qualified Veteran's to apply.