



United Way
of South Hampton Roads

We bring people and resources together to solve problems too big for any of us to solve alone.

UNITED WAY OF SOUTH HAMPTON ROADS Coordinated Care Network Navigator

Title:	Coordinated Care Network Navigator
Department:	Community Impact
Report To:	Director, Mission United
Date Created:	January 2023

Why Work for United Way:

Do you want to leave work every day knowing that you have made an impact? At United Way of South Hampton Roads (UWSHR), you'll work in a fun and supportive environment where every day is a new opportunity to make a difference. If you talk to our employees, the single trait we all have in common is passion. We work hard because we love what we do, and we know how much our community needs us. Plus, we offer excellent benefits and opportunities for advancement. If you want to be great while doing good, join the United Way team.

Objectives & Expectations:

This position supports Mission United, an initiative headquartered at the United Way of South Hampton Roads. Mission United engages community partners to support our region's military-connected individuals on customized journeys to self-sufficiency. Mission United connects individuals with affordable housing, job training, health care and other resources through an online care-coordination software. Mission United serves as the Backbone Support serving as a fiscal agent and managing staffing to engage a network of partners who also provide intensive coaching and case management to help clients achieve their goals for self-sufficiency. Of the over 400,000 military-connected people living in Hampton Roads, Mission United's target population includes: active-duty service members (including the Reserves and National Guard), military retirees, military spouses and dependents, caregivers and veterans. The Coordinated Care Network Navigator is responsible for supporting clients through assessment and coordination of support resource access. It is also the role of the Coordinated Care Network Navigator to support the development, maintenance, and expansion of the Mission United Coordinated Care Network.

Commitment to Diversity, Equity, and Inclusion:

We take the broadest possible view of diversity.

We value the visible and invisible qualities that make you who you are.

We welcome that every person brings a unique perspective and experience to advance our mission and progress our fight for the health, education, and financial stability of every person in every community.

We believe that each United Way community member, donor, volunteer, advocate, and employee must have equal access to solving community problems.

We strive to include diversity, equity, and inclusion practices at the center of our daily work.

We commit to using these practices for our business and our communities.

Cultural Competence:

The Coordinated Care Network Navigator adapts a lens of cultural competency that conveys empathy, support, and an understanding of the people with whom they work (both internally and externally), unite, and serve. This competency helps to build trust and effective engagement, cultivate stronger relationships, expand our organization's reach, and more effectively and respectfully connect with people regardless of background.

Core Competencies are characteristics that all employees are expected to exhibit as a member of the UWSHR team. These include:

- **Mission Focused:** The top priority is creating real social change that leads to better lives and healthier communities.
- **Relationship Oriented:** Understands that people come before process and is astute in cultivating and managing relationships toward a common goal.



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- **Collaborator:** Understands the roles and contributions of all sectors of the community and can mobilize resources (financial and human) through meaningful engagement.
- **Results Driven:** Dedicated to shared and measurable goals for the common good; creating, resourcing, scaling, and leveraging strategies and innovations for broad investment and impact.
- **Brand Steward:** Understands his/her role in growing and protecting the reputation and results of the organization, and thus, the greater network.

Core Job Responsibilities:

Administrative:

- Manage end-to-end client intake process from assessment to identified need through appropriate referral(s) to resolution or client case closure
- Manage the onboarding activities for new and existing providers to the Mission United Coordinated Care Network
- Assists current Mission United Coordinated Care Network providers with updating provider registration. Remaining aware of provider eligibility criteria, target population, and other pertinent information

Community Collaboration:

- Support the coordination of Mission United committees, workgroups, volunteers and activities
- Build awareness and understanding of issues impacting veterans to empower community members to act on Mission United's priority areas and activities
- Maintain positive relations with our stakeholders and volunteers

Data, Research, & Reporting:

- Maintains required records and database information for clients in Unite Us and other applicable databases. Records all client information in the Unite Us for follow-up and reporting.
- Support the development of a data management infrastructure that collects, manages, and reports on Mission United data to effectively communicate results
- Support sustainable, continuous quality improvement practices

Marketing, Resource Development, and Outreach:

- Engage United Way staff and volunteers to achieve goals related to Mission United programming, funding, fundraising and communications
- Conducts site visits to Mission United Coordinated Care Network provider locations
- Advocate for the health, well-being, and benefits of veteran and military-connect individuals and families
- Work effectively with Resource Development and Marketing teams to develop and communicate compelling messages to collaborating partners, and to the larger community utilizing various media.

Program Development and Implementation:

- Supports Director, Mission United and partners in establishing and implementing Mission United's strategies for achieving community-level results with a focus on mutually reinforcing activities and continuous communication
- Supports program development to include program implementation and evaluation
- Other duties as assigned

Key Skills Requirements:

- Professional expertise in case management
- Bachelors degree in Social Work, Public Health, Sociology or related discipline
- Experience in human services programs requiring direct client interactions, accountability and



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progress reporting

- Military (or military spouse) experience required
- Excellent written and oral communication skills
- Able to meet deadlines, keep schedules, manage partner agency relationships and perform in a high-paced environment
- Demonstrated ability to learn and apply basic concepts in new situations
- Organizational Skills: the ability to multi-task, set priorities, and follow up in a timely manner
- Proven ability to collaborate and work in a team environment as well as work independently and make sound decisions
- Proficiency with MS Outlook, Word and Excel
- Strong detail orientation and self-organized
- Ability to build credible relationships with individual veterans and their families
- A consummate team player with a flexible and creative approach

Working Environment

Typical office environment with some time spent in outside meetings. Nights and weekends may be required for special events or meetings.

Physical Requirements

- Ability to stoop, lift, finger – for example pick, pinch, type, and grasp
- Ability to clearly and concisely express and exchange detailed information and ideas to others accurately via spoken word.
- Exert up to 20 pounds of force occasionally and/or a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects.
- The worker is subject to a variety of inside environmental conditions that may occur in an office, a private home, or elsewhere in the community including temperature variations, unpleasant odors, and potential allergens.
- Although inside work is the standard, it is required that the individual be able to travel and may be exposed to a variety of weather conditions.

Interested? Please send your cover letter and resume to humanresources@unitedwayshr.org. We will continue accepting applications until the position is filled.

United Way of South Hampton Roads is an Equal Opportunity Employer. In order to provide equal employment and advancement opportunities to all individuals, employment decisions at UWSHR will be based on merit, qualifications, and abilities. UWSHR does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, sexual orientation, gender identity, veteran status or genetics. Please Note: Requirements, skills, and abilities described above are representative of those that must be met by an employee to successfully perform the essential functions of this position with or without reasonable accommodation. In no instance, however, should the duties, responsibilities, and requirements be interpreted as all-inclusive.