



BRAIN HEALTH COACH-Veterans and Military Family JOB DESCRIPTION

Reports To: Director of Veterans Services
FLSA Status: Salaried/Exempt
Prepared Date: June 2023

SUMMARY

Provides ongoing services to veterans with a brain injury experiencing homelessness that present to the Human Services Campus (HSC).

SALARY AND BENEFITS

The salary range for this position will be \$50,000-\$58,000 annually. Compensation includes sick time, paid time off, life insurance, plus dental, vision, and medical insurance.

RESPONSIBILITIES INCLUDE:

Brain Health Education
Brain Injury Screenings
Employment Coach
Medical Care Coordination
Resource Facilitation & Peer Support

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned:

- Complete all data entry and reports necessary to demonstrate program success.
- Demonstrated ability to remain calm in crisis situations, work independently and cooperatively, recognize personal limitations, and relate positively and with empathy to all persons regardless of age, race, creed, gender or sexual orientation.
- Develop and implement system for ongoing program evaluation, including customer satisfaction and needs assessment surveys and monitoring all program outputs and outcomes
- Develop relationships with other providers and partners to ensure our clients have access to all resources needed to end their experience with homelessness.
- Exercises confidentiality, sensitivity, and professionalism and upholds company values and goals.
- Maintain a professional demeanor and positive working relationships with internal and external team members, stakeholders, and community and business partners.
- Provide information and education to support each individual's ability to access services.

- Provide screening services and care coordination to those experiencing homelessness.
- Utilize screening tools to measure impact of services.
- Provide training and support to other professionals working with brain injury survivors.
- Other duties as assigned.

EDUCATION and/or EXPERIENCE: Minimum of two years direct human service experience with vulnerable populations and persons with brain injury or neurocognitive dysfunction, or two years living with persons with brain injury or neurocognitive dysfunction. Bachelor's degree in social work, human services, communications, education, health, or other comparable fields. Experience with social services and government application assistance, including but not limited to: Veterans Administration (VA), Arizona Long-Term Care System (ALTCS), Arizona Health Cost Care Containment System (AHCCCS), housing, eviction prevention, SSDI/SSI, basic medical paperwork, etc.

KNOWLEDGE, SKILLS, and ABILITIES: Social work or case management experience preferred. Excellent communication skills, both written and verbal, including communicating with individuals with cognitive or communication impairments. Strong computer skills required (training on agency's proprietary software provided). Ability to work independently and interdependently as part of the BIAAZ team. Understanding of Arizona's disability service systems, as well as disability issues, or willingness to learn.

CERTIFICATES, LICENSES, REGISTRATIONS: Must be able to qualify for a Level One Fingerprint Clearance Card, complete Amen Clinic Brain Health Coach course, work towards Certified Brain Injury Specialist certification and have a current driver's license. Since travel between locations is required, this individual must provide their own reliable transportation and proof of insurance.

PHYSICAL DEMANDS: 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 incumbent must be able to effectively utilize general office equipment such as computers and related software, computer printers, photocopier, adding machine, and telephone (hand and cell).

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

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.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate. This position will be based out of the Phoenix Brain Injury Alliance office and have daily duties and interaction on Human Services Campus and at medical and community resource providers in the community.

The Brain Injury Alliance of Arizona is seeking an addition to our team in the form of a Brain Health Coach for Veterans and Military Family Members.

Those interested in applying should utilize the online employment contact form at BIAAZ.org. Resumes should clearly illustrate how prior knowledge and experience meet the minimum and desired qualifications stated in this requisition. References will need to include full name, title, organization, address, phone number, email, and affiliation to applicant.

Interviews will be ongoing until the position is filled. Saturday interviews are available. The Brain Injury Alliance conducts pre-employment screenings, which include a criminal background check, verification of work history, academic credentials, verification of military service, licenses, and certifications. Employment is contingent upon successful passing of the background check and completing the 90-day probationary period. Travel expenses associated with interviews are not covered unless otherwise indicated. The Brain Injury Alliance is an equal opportunity employer.