



Community Care Network

Rutland Mental Health Services & Rutland Community Programs

Community Care Network is seeking a Veteran Care Navigator in Rutland, Vermont.

Community Care Network is comprised of Rutland Mental Health Services and Rutland Community Programs. Our mission is to enhance the well-being of our communities, individuals and families through responsive, innovative and collaborative human services.

About the Role:

The Veteran Care Navigator provides support and care coordination to veterans, military members, and their families by helping them connect with the services, resources, and supports they need to thrive. This position works with individuals experiencing mental health challenges, substance use concerns, and other life stressors while promoting self-determination, wellness, recovery, and personal goals.

The ideal candidate will have experience as a veteran or a strong understanding of military culture and the unique experiences and challenges faced by those who have served in the armed forces. The Veteran Care Navigator builds trusting relationships and helps individuals navigate complex systems of care, including VA services and community-based resources.

Services are provided in a variety of settings, including the agency, individuals' homes, and throughout the community. This position requires flexibility, strong communication and problem-solving skills, and a commitment to treating every individual with respect, dignity, privacy, and honor.

Principal Responsibilities:

- **Needs Assessment:** Review the needs of veterans, military members, and their families to identify appropriate services and resources that promote recovery.
- **Collaborative Care:** Work closely with a multidisciplinary Treatment Team to ensure holistic care that adheres to military-specific protocols and best practices.
- **Transition Support:** Assist individuals during significant life transitions (e.g., re-entry to civilian life, treatment changes) by ensuring smooth navigation of services and resources.
- **Relationship Building:** Establish rapport and build trusting relationships with individuals and their families, encouraging active engagement in services and promoting recovery.
- **Recovery Advocacy:** Act as a recovery agent, helping individuals identify their strengths, needs, and recovery goals, while supporting them in achieving improved health and quality of life through personalized interventions.

- **Culturally Competent Services:** Provide culturally sensitive care that respects the individual's age, gender identity, race, ethnicity, sexual orientation, and other personal factors, ensuring their unique needs are met.
- **Resource Coordination:** Facilitate access to internal and external services, including mental health, substance use, primary care, and community-based resources.
- **Crisis Intervention:** Provide appropriate crisis interventions in collaboration with mental health professionals to ensure veterans receive the support they need during critical times.
- **Relationship Encouragement:** Support the development and/or re-establishment of meaningful relationships to help veterans build strong, positive social connections.
- **System Navigation:** Assist veterans in navigating the complex systems of care, including VA services and community-based providers, to ensure they receive the appropriate services and support.
- **Documentation and Reporting:** Maintain accurate, timely documentation of client interactions, progress, and care plans in accordance with agency policies and regulatory requirements.
- **Data Confidentiality:** Adhere to strict confidentiality standards in handling client data and healthcare records, ensuring privacy and security at all times.
- **Advocacy:** Serve as an advocate for veterans and their families, guiding them through the system to access necessary services and resources that support their recovery journey.
- **Professional Development:** Attend relevant training, meetings, and professional development activities to enhance knowledge and skills related to care coordination and peer support.
- **Other Duties:** Perform other duties as assigned, maintaining a high standard of professionalism and accountability.

Qualifications and Competencies:

- **Veteran Status:** Preferred, though others with a strong understanding of military culture and the healthcare needs of veterans may be considered.
- **Educational Requirements:** Bachelor's degree preferred; relevant experience may be substituted.
- **Certification:** Achieve certification in Vermont as a Peer Support Provider and/or Peer Recovery Specialist within one year of hire.
- **Experience:** Prior experience as a Peer Support Specialist, Recovery Coach, or in a similar role preferred.
- **Knowledge:** Strong working knowledge of mental health and substance use disorders, as well as the challenges faced by veterans and military families.
- **Comfort with Home Visits:** Must be comfortable providing home visits and community-based support as needed.
- **Service Knowledge:** Familiarity with VA services, community health systems, eligibility criteria, mental health treatment, substance use programs, and primary care resources.
- **Technical Skills:** Proficiency with Microsoft Word and Outlook required. Experience with electronic health records and healthcare data systems preferred.
- **Assessment Skills:** Ability to interview clients, assess their needs, and document findings in a professional and effective manner.

- **Communication Skills:** Excellent written and verbal communication skills, with the ability to maintain confidentiality and convey information clearly.
- **Teamwork:** Ability to collaborate with team members and community partners to provide holistic, effective care.
- **Time Management:** Strong organizational and time management skills to manage caseloads, appointments, and follow-up activities efficiently.
- **Driver's License:** Must have a valid driver's license, reliable transportation, and personal automobile liability insurance coverage meeting Vermont's requirements.
- **Background Check:** Successful completion of a criminal history background check required upon hire.
- **Community Resource Knowledge:** Strong knowledge of local community resources and support systems.
- **Flexibility and Independence:** Ability to work independently, adapt to changing needs, and demonstrate flexibility in a dynamic work environment.

What's in it for YOU:

- Competitive Salary: \$21.00/hour - \$24.85/hour
- Comprehensive Benefit Package
 - o 401(k)
 - o 401(k) matching
 - o Dental insurance
 - o Employee assistance program
 - o Flexible schedule
 - o Flexible spending account
 - o Health insurance
 - o Health savings account
 - o Life insurance
 - o Paid time off
 - o Professional development assistance
 - o Retirement plan
 - o Tuition reimbursement
 - o Vision insurance
- Career Training and Development
- Tuition Discounts

Our work is guided by our core values of Trust, Accountability, Respect, Cultural Competence, Person-Centered, and Continuous Learning and Growth.

CCN is an Equal Opportunity Employer.