

Financial Assistance and Resources Coordinator

Job summary

The Financial Assistance and Resources Coordinator is responsible to the Director of Programs for managing the situational needs of EOD families. The Financial Assistance and Resources Coordinator will be familiar with the Department of Veterans Affairs and other non-profit resources available to wounded, gold star, active duty and veteran EOD warriors and their families, and will coordinate these services with and on behalf of these families.

Summary of essential job functions

- Advises the Director of Programs on EOD family needs.
- Assures the organization and its mission, programs, products and services are consistently presented in strong, positive image to relevant stakeholders.
- Responsible for informing office of newly wounded EOD personnel so that they can prepare and send initial grants and care packages to newly wounded EOD personnel and their families within a timely manner.
- Responsible for visiting or maintaining relationships with wounded EOD warrior personnel and their families, and families of fallen EOD personnel across the country. (Visits will be pre-approved by the Director of Programs.)
- Responsible for supporting our Gold Star family members, wounded EOD personnel, caregivers, and immediate family members to ensure all communication is delivered in accordance with the "EOD Warrior Foundation Way".
- Responsible for responding to customer concerns and complaints in a proactive responsive way. Responsible for escalating customer concerns to the Director of Programs.
- Try to ensure that specific physical, psychological or social needs are met for EOD warrior families.
- Coordinate care services and help clients identify and obtain resources.
- Perform assessments to gather information and identify problems; formulate care plans to help clients meet their needs; and engage outside professionals or agencies who might be able to help, like social service agencies or community food banks.
- Manages the Grant Application process for incoming financial support grant requests from EOD families.
- Perform administrative duties, such as compiling and maintaining case files.
- Reports back to Director of Programs any trending needs identified within the EOD community and makes recommendations for programmatic and other solutions to address these needs.
- Research available resources in various areas, to increase capacity in our ability to support EOD Warriors and their families around the world.
- Thoroughly vet potential resources to determine value for EOD warriors and families. Create and maintain partnerships and relationships with other organizations, as well as connecting EOD warriors/families with resources as appropriate.
- Update online resource library regularly.
- Supports Director of Programs in other programmatic efforts as necessary.
- Travels for retreat and programmatic efforts as necessary.
- Updates relevant dashboards on a monthly basis.
- Responsible for providing supporting documentation for grants received through partnerships.
- Retain testimonials received and share with board and staff team, as well as recommending them for use in marketing materials.
- Write newsletter articles upon request.

Minimum requirements

The Financial Assistance and Resources Coordinator will have an education and professional background commensurate with this position. The Financial Assistance and Resources Coordinator will typically be degreed at the Bachelors level or have equivalent experience.

Physical Demands

While performing the duties of this job, the Financial Assistance and Resources Coordinator is regularly required to sit, stand, walk, speak, and hear. The position requires extensive computer use so the employee must have sufficient hand dexterity to use a computer keyboard and be capable of reading a computer screen. The employee must occasionally lift and/or move up to 20 pounds. Reasonable accommodations may be made to enable otherwise qualified individuals with disabilities to perform the essential functions.

Travel

The Financial Assistance and Resources Coordinator must be able to travel as needed on a monthly basis. Attending other events at various locations may be necessary to maintain proficiency in fulfilling the responsibilities of the position and must be pre-approved by the Executive Director.

Work Environment

The work environment will be in the Niceville, FL office, and other locations for meetings as required by the opportunities and events for the organization. Travel for meetings and events will be expected when required. The noise level in the work environment is usually low to moderate. Reasonable accommodations in the work environment may be made to enable individuals with disabilities to perform the essential functions.

Capabilities / qualities required

- The Financial Assistance and Resources Coordinator will be experienced in managing a full caseload, as well as navigating the Department of Veterans Affairs system, and resources available to active duty military service men and women, veterans, and their families.
- The Financial Assistance and Resources Coordinator will be persistent and dedicated to helping meet their clients' needs.
- Must have a solid understanding of how to work with people from diverse backgrounds and enjoy helping others solve problems.
- The Financial Assistance and Resources Coordinator will be a seasoned expert at delivering quality service and products to customers on time and within budget.
- The Financial Assistance and Resources Coordinator is a problem solver versus problem identifier.
- Great people skills. Skilled at performance management and conflict resolution.
- Team builder and team player. This person works well with other members of the organization.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Please send resumes to: Sherri@eodwarriorfoundation.org

Job posting closes: July 30, 2021

Phone Interviews: Week of August 2, 2021

In person interviews: Week of August 16, 2021