



Position: Recovery Care Coordinator - **IMMEDIATE NEED AKA NOW(July 2019)**

Location: Crystal City

Position Summary:

The Recovery Care Coordinator (RCC) is responsible for oversight for the RSM and family through the continuum of care. Responsibilities encompass the full spectrum of care, services, and benefits needed for holistic recovery of the whole person and life- long continuity of care.

Essential Duties and Responsibilities: (Not listed in order of importance; other duties may be assigned)

- Oversee and assist the service member in the service member's course through the entire spectrum of non- medical care, management, transition, and rehabilitation services available from the Federal Government, including services provided by the Department of Defense, the Department of Veterans Affairs, the Department of Labor, and the Social Security Administration.
- Communicate with the service member and with the service member's family or other individuals designated by the service member regarding non-medical matters that arise during the care, recovery, and transition of the service member.
- Serve as the Lead Coordinator responsible for the CRP as soon as the RSM transitions to outpatient status.
- Serve as the focal point for ill and injured service members, veterans and families to oversee the development and delivery of services/resources through the CRP in coordination with other RMT members ensuring quality care and accountability.
- Conduct CRP briefings with RSM's unit leadership.
- Conduct unit immersion briefings for newly assigned unit commanders within 60-days of assignment.
- Collaborate with installation leadership on a more frequent basis when RSM and family needs dictate immediate address of sensitive issues requiring prompt remedy.
- Report activity with installation leadership/agencies in the WAR through the Regional Lead and contract
- Task Manager.
- Travel to each of the locations to provide personal service, to the greatest extent possible, to all members enrolled in the USSOCOM SOF WCP.
- Transport RSM in personal or rental vehicles with prior approval by the Regional Lead, USSOCOM WCP Deputy Director, and COR.
- Serve as focal point for all SOF WII members in outpatient status as they move through the spectrum of recovery, rehabilitation, reintegration, and transition to achieve applicable client and unit goals.
- Serve as focal point for all SOF WII members in outpatient status who require complex care management by performing all Lead Coordinator duties in accordance with current DoD and VA Interagency Care Coordination
- Committee Memorandum of Understanding.
- Investigate, assess, and reassess when necessary; all client cases involving multiple variables to determine both tangible and intangible needs which fall across the spectrum of DoD care domains within the Recovery Care Plan.
- Focus on providing the best possible outcome for the RSM; research regulations, manuals, instructions, National Research Directory lists, and all available sources to develop comprehensive and innovative solutions to client problem sets within the DoD care domains of the Recovery Care Plan.
- Perform as liaison to local unit leadership for SOF WII under care regarding current CRP status, information, and coordination of efforts while recommending courses of action (COAs) for RSM.
- Skillfully educate and articulate WCP coordination issues.
- Establish trust and build rapport with stakeholders in the Warrior care process to effectively influence COA
- execution.
- Effectively prioritize and utilize time management skills to meet all mandated milestone markers as defined in USSOCOM Directives and WCP Policies and Procedures.
- Development of a CRP in conjunction with the RT based upon the needs of the RSM.
- Ensure RSMs have access to all medical and non-clinical resources throughout the continuum of care.
- Make all efforts to minimize delays and gaps in treatment and service; ensure detailed updates are made to the CRP as defined in applicable guidance and USSOCOM operational requirements.
- Develop, implement, and provide oversight of the CRP as defined in DODI 1300.24.
- Coordinate the transfer of an updated CRP to, and directly communicate with appropriate medical and non- medical personnel should the RSM be moved to a different location for care.



- Inactivate the CRP when the RSM has met all goals or declines further support and maintain all documents according to applicable USSOCOM policies.
- Oversee and assist the RSM's non-medical case management, throughout the continuum of care from recovery through rehabilitation to reintegration of either remaining on active duty or to civilian life as a veteran.
- Although the Contractor shall provide case management to the RSM, the Contractor will not be held liable for the health of the RSM even though services were successfully provided and properly coordinated should the RSM suffer adverse action as a result of the care provided.
- Utilize the Comprehensive Recovery Plan (CRP) as the primary tool to coordinate the RSM's care. *Note: a sample CRP will be provided by the Government upon contract award.
- Include a needs assessment for the family and/or caregivers as it relates to the CRP for the RSM and ensure those needs are met.
- Collaborate with Recovery Team members involved with the RSM/family and/or caregivers for the development and execution of the CRP.
- Provide benefit information from a variety of sources, including, but not limited to, SOF specific information and benefits, VA benefits, programs, and Family Readiness Centers.
- Utilize and interpret information necessary to evaluate how to best support and advocate for the RSM, family and/or caregiver through the entire spectrum of care management, rehabilitation, and transition services.
- Communicate and coordinate closely with the RSM, family and/or caregivers utilizing exceptional interpersonal skills, strategic problem-solving skills, and excellent written and oral communication skills that focus on support requirements.
- Consult and collaborate with Multidisciplinary Teams during initial treatment phase and continuing throughout the continuum of care, including support during the disability evaluation system process.
- Coordinate and closely communicate with the Recovery Team throughout the continuum of care and be fully documented in the CRP.
- Ensure the CRP, family, and/or caregivers have access to all medical and non-medical care management services including, but not limited to medical care, rehabilitation, education, employment-related programs, and disability benefits.
- Review the CRP and make modifications in conjunction with the Recovery Team supporting the RSM, family and/or caregiver.
- Manage the CRP, anticipating future challenges during phases of recovery, rehabilitation, and reintegration.
- Identify gaps in medical/non-medical services, intervene as necessary to expedite outcomes and assist with coordination of resources to develop and improve outcomes for enhanced delivery of services such as financial counseling, spouse employment assistance, respite care information, and childcare assistance, etc. and resources available through the National Resource Directory and other sources.
- Maintain communications and coordinate with agencies, in coordination with and under the direction of the USSOCOM WCP to ensure delivery of assistance and to resolve conflicts.
- Assist in coordinating local and state resources, including referral to Governmental and non-Governmental agencies, state and local services and agencies, as appropriate, where the RSM and family reside.
- Maintain detailed records of the RSM to document delivery of benefits and medical and non-medical care.
- Collaborate (minimum on a monthly basis) with community partners such as veteran organizations, Family Readiness Centers, training and employment resources both on and off the installation to form a pool of resources to support the care of our RSMs, their families, and their caregivers.
- Utilize knowledge and experience to identify and analyze issues and apply innovative and/or creative problem solving in order to best establish a support plan. This includes effectively communicating both the issue and possible solutions to key decision makers as well as the organized, strategic implementation of the best solution.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

- Bachelor's degree
- Military experience preferred
- Familiarity with DoD and VA medical systems required
- Related experience in working with military personnel



- Government contract may require person to possess proof of U.S. citizenship.

Knowledge:

- Extensive knowledge and experience with service members and/or case management experience preferred
- Clear understanding of HIPAA and adhere to patient confidentiality standards prescribed by the medical treatment facility providing care for the WII service member
- Proficient with MS Office (Word, Excel, PowerPoint)

Abilities:

- Able to work in an ambiguous environment and prioritize/meet deadlines
- Excellent critical thinking and problem solving skills
- Strong self-starter requiring minimal supervision
- Articulate in both verbal and written communication to effectively express concepts, plans, and proposals

NOTE: While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs and/or ladders; balance; stoop, kneel, crouch or crawl; talk, hear or smell. The employee must occasionally lift and/or move up to 50 pounds occasionally or 20 pounds frequently.

Clearance:

Secret Clearance required. Candidates may be subject to a government security investigation and must meet eligibility requirements for access to classified information upon hire.

Supervisory Responsibilities:

None for this position.

The statements herein are intended to describe the general nature and level of work performed by the employee, but are not a complete list of responsibilities, duties, and skills required. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer. **9Line is an equal opportunity employer.**