



## Integrated Care Coordinator — (Full-Time)

### Position Summary

The Integrated Care Coordinator will execute end-to-end, non-clinical support for TFDSOF participants in our Health Initiatives Program—assessing needs, coordinating referrals, ensuring follow-through, tracking case budgets, and completing CRM-driven closeout and reporting. The ideal candidate is compassionate, organized, Salesforce-literate, and fluent in the needs of Special Operations families.

### General Responsibilities

- Triage and Case Management: Onboarding of leads performing assessments and management of cases through participants care plan
- Participant Support: Provide ongoing support, advocacy, and follow-through; maintain awareness of individualized service plans developed with participants and families.
- Provider Coordination: Schedule referrals; verify required documentation; confirm completion for reimbursement and closeout.
- Budget & SOP Alignment: Track case budgets and NTEs; request approvals; obligate/coordinate payments per SOP.
- Data Integrity & Privacy: Maintain accurate, timely, HIPAA-compliant documentation; ensure CRM fields are complete and on time.
- Salesforce/CRM Stewardship: Create/maintain Cases; log all touchpoints; maintain list views; support reports/dashboards for weekly roll-ups.
- Mission Representation: Interact with participants, providers, and partners in ways that reflect TFDSOF's values and standards.

### Actual Responsibilities

- Intake→Closeout (Non-Clinical Ownership): Coordinate referrals; verify eligibility and required documentation; confirm delivery; submit reimbursement packets; close cases with outcomes, satisfaction, and lessons learned captured in CRM (non-clinical role; route clinical questions to licensed providers per SOP).
- Participant Follow-Through & SLAs: Conduct timely check-ins (including lower-threshold cases); confirm attendance; proactively reschedule; escalate barriers. Log 100% of touchpoints in Salesforce within 24 hours.
- Weekly Rhythm & Reporting: Publish a Friday roll-up (open cases by stage, aging/risks, show-rate, spend vs NTE); maintain a live dashboard to support operations and key stakeholders on status of programs and recipients.
- Risk, Safety & Escalation: Follow duty-to-report and crisis protocols (e.g., warm handoff, 988); document incidents in CRM within 24 hours; notify leadership per SOP.
- Cross-System Navigation: Coordinate across nonprofit, VA/DoD/TRICARE, and civilian networks to secure resources; track progress from intake to completion with artifacts.



- Data Hygiene: Enforce required fields by stage; attach artifacts at close; ensure zero “incomplete” closeouts.

### **Minimum Requirements**

- Bachelor’s in Social Work, Psychology, Counseling, Public Health, or related field (equivalent experience considered).
- 2+ years in case management/care coordination or adjacent roles supporting military/veteran or complex health populations.
- Demonstrated Salesforce proficiency (Cases, tasks, list views, basic reports/dashboards).
- Strong written/verbal communication; excellent organization and follow-through; discretion and confidentiality (HIPAA).
- Comfort working remotely with disciplined communication and documentation habits.

### **Desired Qualifications (Top-Candidate Differentiators)**

- Familiarity with SOF culture and high-tempo stressors impacting operators and families.
- Experience coordinating across nonprofit, government, or healthcare systems to secure client resources.
- Training/certification in trauma-informed care, crisis intervention, or suicide prevention (e.g., ASIST, QPR, MHFA, CRP).
- Skilled in high-stakes, sensitive conversations (mental health, substance use, grief, family stress); appropriate boundaries and warm-handoff judgment.
- Working literacy in integrative modalities (somatic therapy, mindfulness; awareness of SGB/ketamine/MeRT research) for routing only.

### **Place of Performance & Hours (Role Logistics & Standards)**

- Employment Type & FLSA: Full-Time | FLSA: Exempt.
- Schedule: Core hours 9:00 a.m.–5:00 p.m. ET with flexibility for participant schedules; occasional after-hours and limited weekend support during RAEs.
- Work Location: Remote.
- Travel: Up to 10–15% travel for RAEs, partner/provider visits, and events (peaks around major programs).
- Partners closely with Operations/Services staff, volunteers, and external providers.
- Compliance & EEO

Employment contingent on background check; completion of HIPAA/OPSEC training within 30 days. TFDSOF is an equal opportunity employer; reasonable accommodations available upon request.