



Be Connected: Community Outreach Navigator

Employer: Arizona Coalition for Military Families / Technical Assistance Partnership of Arizona

Employment Type: Full-time, hybrid: in-person and virtual (*must be willing to travel throughout the state often*). The position is based in Phoenix but covers the entire state.

Position Description:

The Arizona Coalition for Military Families (www.ArizonaCoalition.org) is a nationally recognized public/private partnership focused on the 500,000+ service members, veterans and their families who call Arizona home. The Coalition has an exciting opportunity available for a passionate and tech-savvy individual who is comfortable presenting information in one-on-one and group settings, connecting service members, veterans and their families across the state of Arizona. The **Community Outreach Navigator** role will be responsible for attending community and strategic partner events to educate attendees about the Be Connected program and providing resource navigation and connection to community members.

The Be Connected Community Outreach Navigator will play an essential role in successfully promoting an innovative statewide upstream veteran suicide prevention program. The person's effectiveness in this position will directly affect how service members, veterans and their family members are connected to the right resources at the right time.

Position Duties:

- Develop extensive knowledge of the Be Connected Program and all other ACMF initiatives and speak about them to the public and field questions.
- Frequent in-state travel will be required (mostly day trips with occasional overnights) on weekdays and weekends to attend outreach events. Flextime is offered for weekend events.
- Participate in internal meetings with the statewide Be Connected team.
- Assist with a partner organization and community training (e.g., Resource Navigator, military/veteran culture, etc.).
- Conduct outreach for the Be Connected program (meetings, phone calls, presentations, exhibitor tables, etc.).
- Assist in managing positive relationships with Be Connected Partner Organizations and Be Connected Champions.
- Work in conjunction with Be Connected Partners and community leaders to identify barriers to services and strengths within a community.
- Recruit community partners who can remove barriers and assist through

- collaboration with the Be Connected team.
- Identify and track outreach opportunities and events for the Be Connected team to attend.
- Report impact of the outreach program (daily and monthly metrics tracking, connections, success stories, etc.).
- Assist with other special projects and initiatives as needed.

Required Skills:

- Outgoing and extroverted personality to work with the Be Connected team, our community of partners and key implementation partners for our initiatives
- Ability to support a program's growth and expansion by seeing the big picture and then focusing on what needs to happen to get there
- High enthusiasm for working with diverse communities around Arizona to strengthen capacity to support the military and veteran population
- Extreme attention to detail with metrics and reporting data, tracking of tasks, emails requiring a response, etc.
- Ability to stay focused and organized when many different tasks require attention
- Team-oriented approach with a focus on collaborative problem-solving and finding solutions
- Comfortable with technology, including working with Microsoft Office and GSuite (Google Sheets & Drive, in particular), hosting virtual sessions (Zoom, Meet, Teams), and Trello or similar applications for project management tasks.
- Effective communication skills, evidenced by a non-judgmental approach, active listening, and positive interaction; ability to effectively deliver a message or training in a public-speaking setting
- Customer service mindset, actively looking for ways to help clients/co-workers/partners collaborate across departments/communities/sectors and always working to find solutions
- Active learning and understanding the importance of new information and implementing it for both current strategic and future problem solving and decision-making processes
- Active listening and giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and listening for understanding, not for responding
- Critical thinking and reasoning to identify strengths and weaknesses of alternative solutions, conclusions, and approaches to problems
- Ability to remain flexible & improvise schedule according to last-minute changes

Experience and Education:

- Bachelor's degree or 3-4 years of an equivalent combination of education and experience.
- Service member, veteran, or family member status is preferred and/or extensive experience working with the military or veteran population
- Must have experience working either remotely or autonomously in a previous role, either paid or volunteer

Benefits:

- Remote workstation provided, internet and cell phone stipends for positions not reporting to ACMF office daily.
- Vision, dental, disability and life insurance benefits available, and generous stipend provided in lieu of health coverage.
- 403(b) plan with 6% employer contribution (regardless of employee plan contribution)
- Vacation, sick/mental health time, and paid time to vote and serve on jury duty offered to all employees.
- Additionally, all travel and mileage expenses incurred by employees are reimbursed.

To apply, submit a resume and cover letter at this link:

<https://form.jotform.com/210734302207038>

To learn more about the Arizona Coalition for Military Families, visit www.ArizonaCoalition.org.

To learn more about Be Connected, visit www.ConnectVeterans.org.

The Arizona Coalition for Military Families is a nationally-recognized public/private partnership focused on building Arizona's statewide capacity to care for and support all service members, veterans, their families and communities through cross-sector collaboration between the military, government and community. The fiscal sponsor for ACMF is the Technical Assistance Partnership of Arizona, an Arizona nonprofit and 501(c)(3) tax-exempt organization.

ACMF/TAPAZ is an Equal Opportunity Employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.

Applicants must be fully vaccinated against COVID-19 to be considered for these roles, with proof of vaccination required upon hire.