



POSITION: Care Navigator

UPDATED: 2/3/26

The **Arizona Coalition for Military Families (ACMF)** care navigator provides short-term, person-centered care navigation and case coordination to Arizona's 500,000+ service members, veterans, and their families. The person in this role works closely with individuals and families to assess needs across a broad range of social determinants of health (SDOH)—including housing, healthcare, mental health, employment, transportation, food security, and benefits—and facilitates timely connections to resources for immediate needs and assistance from long-term providers such as the VA, TRICARE, community-based nonprofits, and county or tribal resources.

The team's focus is on upstream prevention, early identification of needs, and seamless warm handoffs to support systems that can provide sustained care, helping to reduce crisis episodes and improve long-term outcomes.

EMPLOYMENT TYPE: Full-time

LOCATION: Team members must be located in Arizona. This hybrid position is primarily remote, with some in-person client support activities, team meetings, community meetings, and events. Periodic travel is required. This position may be assigned to specific populations (e.g., women veterans, rural communities) or domains (e.g., housing, behavioral health), depending on program needs and expertise.

WE HAVE:

- A nationally recognized collective impact initiative and partnership of engaged public and private sector organizations.
- A team of people genuinely passionate about making a difference in the lives of Arizona's service members, veterans, and their families.
- A supportive work environment that encourages work boundaries, self-care, and professional growth.
- A strategic plan and innovative approaches for creating community change in support of all those who serve and their families through an upstream prevention model.

YOU HAVE:

- Passion for supporting service members, veterans, and families.
- Bachelor's degree in social work, public health, psychology, or related field, or equivalent education/experience.

- Experience in short-term case management or care coordination within behavioral health, healthcare, social services, or veteran services, with skills in needs assessment, action planning, and facilitating referrals
- Strong interpersonal and communication skills to build rapport and support diverse, high-stress, or vulnerable populations while maintaining healthy boundaries.
- The people skills to work with our team, clients, community partners, and key implementation partners for our initiatives.
- A team-oriented approach to your work with a focus on problem-solving and finding solutions.
- Knowledge of Arizona's service landscape, including housing, healthcare, benefits, veteran organizations, peer groups, and volunteer networks.
- High enthusiasm for working with communities around Arizona to strengthen capacity to support the military and veteran population. This can include familiarity with and navigating complex systems like VA, TRICARE, AHCCCS, and community-based services.
- Attention to detail when handling metrics and reporting data, meticulous tracking of tasks, promptly responding to emails, and managing other related duties.
- Comfort with technology, including Microsoft Office & G Suite, cloud-based platforms, CRM or case management systems.
- Ability to support events and outreach, including lifting/carrying up to 35 pounds.

A TYPICAL DAY:

- Conduct phone, virtual, or in-person intakes with service members, veterans, and family members to assess needs across well-being domains (e.g., housing, employment, healthcare, behavioral health, food security, social connections) using a strengths-based, and culturally sensitive approach.
- Determine the appropriate internal referral path based on the individual's unique circumstances and needs—such as housing, food, healthcare, behavioral health, or benefits—and matching them with the appropriate ACMF team member.
- Facilitate warm handoffs between the person seeking help and internal team members, ensuring clarity, continuity, and support during transitions.
- Ask suicide-related questions about previous suicidal ideations/attempts during the eligibility screening process. Facilitating connection to crisis care as needed (support provided by team).
- Document all activities in the case management and resource tracking systems with a focus on accuracy, security, and timeliness.
- Research and maintain knowledge of local, state, federal, and nonprofit resources to match clients with appropriate services.
- Support individuals in discovering new interests, re-engaging with their community, and developing sustainable plans for long-term connection and belonging.
- Follow up on referral outcomes, checking in with individuals to ensure services were accessed, and identifying if additional support is needed.
- Update internal databases and tools with current information about eligibility, access points, and contact information for commonly used resources.

- Collaborate with ACMF team members and community partners to ensure coordinated, comprehensive support.
- Participate in weekly case reviews, team huddles, trainings, and outreach events to stay current on resources, workforce trends, and community opportunities.
- Conduct outreach for the Be Connected program (meetings, phone calls, presentations, exhibitor tables, etc.).
- Supporting the reporting of the program's impact (daily and monthly metric tracking, vignettes, impact stories, etc.).
- Participating in a lean management approach to apply continuous learning and improvement to the effectiveness of each engagement approach, so those lessons can be applied to the next project.
- Other special projects, initiatives, and duties as needed.

IMPORTANT INFO:

- This is a full-time, hybrid position based in Arizona.
- The program operates during business hours. There may occasionally be community events outside of business hours. In those cases employees are able to flex time.
- Necessary training will be provided.
- Cell phone and internet stipend provided
- Employer-paid health insurance is provided. Employee-paid vision, dental, disability, and life insurance benefits as well as additional health insurance options are also available.
- 403(b) plan with 6% employer contribution (regardless of employee contribution)
- All employees are offered vacation and sick/mental health time.
- Paid parental leave is available after one year of employment to employees following the birth of an employee's child or placement of a child with an employee in connection with adoption or foster care.
- Periodic in-state travel is required, with all travel expenses covered.
- Conditions of Employment:
 - You must be legally authorized to work in the United States.
 - Must be proficient in English (written and spoken).
 - You may be required to serve a probationary period.
 - Applicants will be required to complete an online onboarding process
- All ACMF team members are required to successfully complete an industry-standard background check. This policy is to ensure the safety, security and integrity of the organization and the communities we serve.

TO APPLY:

- The first review of candidates will take place the week of **2/16/2026**.
- Please submit your resume along with a letter of interest telling us why you are a great fit no later than **2/14/2026** for the position at
<https://www.jotform.com/210734302207038>.

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 Technical Assistance Partnership of Arizona, an Arizona nonprofit and 501(c)(3) tax-exempt organization.

TAPAZ/ACMF 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.