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JOB DETAILS

Requisition Number 20-0004
Post Date 1/3/2020
Title EFMP Case Liaison
Work Hours Standard Office Hours
City
State
Description Summary

Exceptional Family Member Program Case Liaisons develop and provide EFMP education and marketing to stress the importance of EFMP enrollment and provide non-medical case management for assigned EFMP families.

Essential Duties and Responsibilities

Establish and maintain cooperative relationships with local MTF, School Liaison Officer, and school district to ensure deliver of integrated EFMP services
Provide non-medical case management for assigned EFMP families and document case notes in NFAAS
Coordinate with agencies and other service support offices to include installation medical and recreational facilities, community service agencies, and private organizations
Develop and provide EFMP education and marketing, to include providing command briefings, writing articles, and using multi-media

publications/communication methods to conduct outreach and to stress the importance of EFMP enrollment

Perform administrative functions associated with the training, education, and outreach program plans. Collect, analyze, and maintain training, education, and outreach materials, including: listings of services and resources, information on the command outreach concept and plan, reports, and surveys Ensure EFMP information is incorporated as appropriate in FFSP education and awareness campaigns

Ensure EFMP group education, one-on-one consultation, and information and referral contacts and services are entered and counted in FFSMIS Ensure staff delivering EFMP Case Liaison are accounting for all services scheduled and delivered in the automated Centralized Scheduling and Metrics system in use by the FFSP

Knowledge of the military and the challenges of the military life style as well as those resulting from the unique challenges of EFMP families

Knowledge of state, federal, and local resources

Understanding, sensitivity, and empathy for Sailors and family members from diverse racial, ethnic, and socioeconomic backgrounds

Ability to intervene in crisis situations, using sound judgment, ethics, and common sense

Proficiency in oral and written communication skills

Knowledge of Microsoft Office Suite software and skilled in the use of office software

Supervisory Responsibilities

This job has no supervisory responsibilities.

Required Education and/or Experience Qualifications

Bachelor's degree in a social science or related behavioral science field OR a combination of social science education and experience equivalent to a bachelor's degree OR Four years' equivalent experience

Demonstrated experience providing case management or advocacy services and experience working with special needs individuals or families

Other Skills and Abilities

This position requires access to U.S. Government facilities and systems. U.S. Citizenship, a valid driver's license, transportation, and auto insurance are required.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies :

Ability to work both independently and as part of a team.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well

in group problem solving situations; Uses reason even when dealing with emotional topics.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service ; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Physical Demands: Works in office areas. Sits, stands, bends, lifts, and moves intermittently during

working hours. Uses personal computer, telephones, copiers, printers and other office equipment. The employee must occasionally lift and/or move up to 10 pounds.

Work Environment: The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

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The contractor will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant. However, employees who have access to the compensation information of other employees or applicants as a part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or (c) consistent with the contractor's legal duty to furnish information. 41 CFR 60-1.35(c)

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