



<https://www.biav.net/>

JOB DESCRIPTION

Job Title: Community Resources & Support Manager Status: Exempt

Report To: Director of Programs

Work Schedule: FT; Hybrid 3-4 days/week in office

Salary Range: \$58,000 - \$65,000

Community Resources & Support Manager

Seeking a person passionate about making the difference in the lives of individuals with a brain injury, their families and the professionals working in the field of brain injury. The Brain Injury Association of Virginia is looking for a dedicated Community Resources & Support Manager that will oversee connecting individuals to vital local resources, services and programs.

Primary Activities include:

- Receiving and responding to request for Information (I&R) and explore creative, new ways to provide high level of customer service to best meet the needs of those impacted by brain injury
- Coordinate and manage outreach activities
- Utilize Salesforce to collect data on request and responses, following data collection guidelines to maintain accuracy and consistency
- Evaluate the data collected to guide continuous improvement to BIAV services and for external service providers
- Manage all information provided through I&R including leading the I&R Team in assessing current resource needs, research new resources for inclusion in materials catalog and purge outdated materials
- Maintain current provider directory of all necessary health & behavioral health practitioners, assuring accuracy
- Facilitate online and in person support groups for individuals and their families/caregivers (3 total); Develop additional support groups as necessary with the Program team
- Manage technical assistance and provide training to support group leaders to improve program development and effectiveness
- Develop and present brain injury-related educational trainings and workshops to various constituencies
- Work with I & R team to recruit and utilize advisory group volunteers to provide input to BIAV's community resource catalog

Minimum Educational & Experience Requirements

- Bachelor's degree in a relevant field (e.g. Human Services, Health, Sports Management, Physical Therapy, Social Work)
- Master's degree (preferred)
- Brain Injury Specialist Certification achieved within one year of employment
- Attain Inform USA Aging/Disabilities (CRS-A/D) Certification within one year of employment
- Experience with non-profit operations, services, programs and external constituents
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Minimum Skill Requirements

- Effective and professional verbal and written communications
- Knowledge of Physical, psycho-social, behavioral and cognitive sequelae of brain injury and its impact on family and community systems
- High attention to detail
- Exceptional time management and organizational skills
- Proficiency with MSOffice and Salesforce database software applications
- Ability to work as an effective team member
- Pass pre-employment background screening
- High degree of confidentiality and diplomacy
- Knowledge of government entitlement and service delivery systems
- Fluent in conversational Spanish strongly preferred

Physical Demands

Continuous remaining in a stationary position, particularly, but not limited to, at a desktop computer

- Continuous visual review of print and electronic documents
- Frequent repetitive use of hands/arms including typing, writing, phone & computer use
- Frequent communication: verbal and written, in-person, phone and electronic

Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions of the position.

Hybrid Work Environment – Work in Richmond, VA office a minimum of 3-4 days/week

To apply for this position, submit a cover letter, resume and three references to Jobs@BIAV.net with Community Resources Mgr. in the subject line by May 15, 2024. References will only be contacted for finalists and with the express permission of the candidate. Selected candidates will have a phone pre-screen interview with our HR consultant then second round candidates will be invited to interview with BIAV executive leadership and team members. We anticipate the start date to be on/around June 24, 2024. No phone calls please. For more information about BIAV, please visit <https://www.biaav.net/>