Introduction

The Brain Injury Alliance of Colorado (BIAC) is the go-to resource for help and services for survivors of an injury to the brain, their families, and providers. BIAC fosters a flexible work environment that encourages creativity and collaboration. We are seeking compassionate individuals who want to be part of a fast-paced and growing organization.

Our vision is that all persons with a brain injury thrive in their community. Our mission is through guidance, resources, support, and education, we seek to engage with Coloradans in the lifelong growth of those affected by an injury to the brain.

The Brain Injury Alliance of Colorado believes in the following core values and uses these as guiding principles in the work that we do and the partners that we seek.

- **Collaboration** - We are strongest as a united community working together to help those affected by a brain injury to thrive.
- **Compassion** - We believe it’s essential to have empathy for those affected by brain injuries. We strive to approach each interaction with patience and understanding.
- **Fiscally Responsible** - We ensure that all funds are used wisely to maintain a financially viable organization to serve our mission.
- **Forward-Thinking** - We continually work towards creative solutions in all that we do.
- **Integrity** - We aim to create a culture of professionalism, credibility, and honesty.
- **Respect** - We strive to preserve the dignity of persons with a brain injury by valuing their individuality.

Mission of Role

Be part of a team of knowledgeable, compassionate, and helpful allies for BIAC clients. As a Brain Injury Resource Navigator and Advisor, work face-to-face with clients in the region this position serves to provide guidance, support, and hope while navigating resources and work in a mentor/coach capacity to develop or refine client skills.
Successful Brain Injury Resource Navigators and Advisors are 1) resilient, 2) able to maintain enthusiasm and a positive attitude in an emotionally turbulent environment, 3) able to establish and maintain trusting relationships with clients and other staff members based on openness, honesty, and a willingness to engage in difficult conversations, 4) able to approach complex problems creatively while maximizing available resources, 5) able to confidently build and manage their own organization systems, and 6) naturally curious, lifelong learners.

**Goals and Outcomes**

**Program and Service Delivery – Resource Navigation (taking about 30% of time)**

1. **Client Contact:** Provide guidance, support, and hope while problem solving and navigating resources (taking about 20% of time).
   a. Meet face-to-face with clients in their home community (serving about 15-20 unique clients per year).

2. **Goal Movement:** Provide behind-the-scenes support for clients in order to meet client needs (taking about 5% of time).
   a. Contact professionals, research available programs and resources, network professionally and other strategies as appropriate to meet client needs.

3. **Data Entry and Documentation:** Maintain complete and accurate client records in the database (taking about 5% of time).
   a. Within 48 hours of interacting with the client update case with area of need and description and record details of client contact related to case including duration, type of contact, and summary of activities.

**Program and Service Delivery – Self-management Advising (taking about 30% of time)**

4. **Client Contact:** Provide guidance, support, and hope while developing skills to address functional task deficits and building client self-management abilities (taking about 25% of time).
   a. Meet face-to-face with clients for an average of one hour per week in their home community (serving about five unique clients every six months).
   b. Successfully train or teach clients how to develop, grow and practice functional tasks. Examples of functional tasks may include: calling and scheduling appointments; monitoring benefit status/re-certification process; pre-planning for meetings with professionals (medical, legal, probation); meal planning; completing applications and paperwork (social security, state benefits, LEAP); sorting mail and understanding contents, developing next steps; creating and prioritizing a to-do-list; learning how to file paperwork; finding providers who take client’s insurance; using a calendar; managing schedules; managing important contacts.
   c. Work with clients to identify and draw upon natural supports to ensure long-term sustainability of skill development.
   d. Be a constant source of encouragement by helping clients to recognize and own their progress and successes. Acknowledge and celebrate effort and accomplishments.

5. **Data Entry and Documentation:** Maintain complete and accurate client records in the database (taking about 5% of time).
a. Within 48 hours of interacting with the client, record details of client contact related to case including duration, type of contact, and summary of activities and progress. Update case with other relevant changes to progress within program.

Training & Professional Development (taking about 5% of time)

6. ACBIS Certification: Become a certified brain injury specialist.
   a. Acquire ACBIS certification (training provided by BIAC) within one year of hire date.
   b. Obtain continuing education to meet ACBIS ongoing certification requirements (10 CEs annually).

7. Lifelong Learning: Participate in training and professional development activities on an ongoing basis.
   a. Attend between 35 and 55 hours of training and/or professional development annually. Up to 25 hours annually will be supervisor-selected and the remainder will be employee-selected (includes ACBIS training if needed).

Team Building & Cross Collaborations (taking about 5% of time)

8. Team Building: Strengthen connections within program area and department.
   a. Attend and actively participate in departmental meetings as scheduled.
   b. As appropriate, inform, refer and help clients enroll in other BIAC services which may include, but are not limited to recreation programs, classes and workshops, social activities, newsletter subscription, educational materials, financial support programs and ticket giveaways.

9. Cross Collaborations: Grow connections with BIAC staff in other departments and/or with outside agencies.
   a. Attend in-person and actively participate in quarterly all-staff meetings.
   b. Participate in an employee-selected cross-collaboration opportunity. Opportunities within BIAC include, but are not limited to: StepUp Committee, Schwellness Committee, Pikes Peak Challenge Planning Committee, and volunteering at a special event. Other opportunities, including those with outside agencies, may be considered (i.e., participation on a board or advisory committee), but require supervisor approval.

BIAC Administration (taking about 5% of time)

10. Policies and Procedures: Adhere to all BIAC policies and procedures.
   a. Read, and respond to as needed, all BIAC correspondence including, but not limited to, internal emails and Chatter feeds.
   b. Submit bi-weekly payroll forms completely and on time.
   c. Manage employee profile in Zenefits, ensuring accuracy of information, including leave balances.
   d. Use BIAC’s Google Calendar system to accurately reflect day-to-day schedule.
Role Competencies

- Enjoys working hands-on with clients
- Customer service–oriented
- Active listener
- Strong time management skills
- Strong oral and written communication skills
- Strong interpersonal communication skills
- Empathetic
- Organized
- Efficient
- Creative problem solver
- Outgoing
- Patient
- Comfortable talking with people of all backgrounds
- Team player
- Detail-oriented

Technical Skills

- Advanced internet skills
- Experience using a database tracking system (Salesforce preferred)
- Proficiency and willingness to use tools to facilitate communication as needed (i.e., Google Meet, GoTo Meeting, Google Drive, One Drive, Gmail, Google Calendar)

Required Qualifications

- Bachelor’s degree, or equivalent experience, in a related field
- Experience working with people with cognitive disabilities and/or behavioral health challenges
- Experience navigating systems in a human services, case management, social work, or other applicable setting
- Knowledge of community, state, and federal resources for brain injury, disability, or human services specific to the region this position serves
- Experience teaching life skills such as: organization, financial management, healthy lifestyle, social skills, job skills, computer and internet usage
- ACBIS Certification (training provided by BIAC if needed)
- Access to reliable transportation for travel within the region this position serves
- Spend 15-25% of time per week on travel to and from meetings with clients in their home communities
- Travel to other meetings and events within the state, sometimes after hours and on weekends
- Background Check (completed by BIAC)

Preferred Qualifications

- Bilingual (English and Spanish)

How to Apply

Please go to https://biacolorado.org/careers to apply. Applications will be reviewed and interviews scheduled on a rolling basis.