

Veterans Experience Officer

Company Overview

Veterans Accountable Care Group, LLC (VACG) is a deeply experienced health services development and management organization focused on assisting governmental agencies and commercial health plans optimize care delivery programs. Our executive leadership and partners have formulated and executed clinical integration strategies for some of the country's leading health care delivery systems, federal agencies and state governments. Our core focus is the Veterans Health Administration and the DOD's Military Health System, targeting opportunities requiring technology-enabled solutions, delivering innovative approaches to care delivery and highly-effective administrative services.

- VACG offers a competitive benefits package including: health benefits, 401K, company holidays, PTO, etc.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- VACG is an equal opportunity employer.
- The VACG operations center is conveniently located in the DC Metro area with parking available on site. Also, convenient to public transportation.
- Apply by submitting resume and informative cover letter to resumes@vacgroup.org

Position Summary

The Veterans Experience Officer is responsible for providing leadership and management of strategic process transformation efforts across all business lines for the region based on strong ties to the VA community. The primary focus will be to manage and coordinate all Veteran experience initiatives, including leadership of Company efforts at the regional level. Will need to work closely with various stakeholders across all levels of the organization to effectively carry out responsibilities. Regular reporting on the Veteran community to senior leadership.

Major Responsibilities

- Drives the process of identifying and allocating ownership of issues to relevant teams, which involves:
 - Creating a system of communication within the region to manage dialogue with several field teams across the organization and allocate issues
 - Understanding of when and how to raise issues to senior leadership for further input
 - Working with issues owners to track high-level progress on allocated issues
 - Driving accountability and resolution of issues across the region
- Primary responsibility for ensuring the smooth operation of end-to-end business processes to resolve elevated issues
 - Ability to critically analyze Veteran and VAMC feedback to help determine if the right level of detail is provided to solve elevated issues
 - Contributes to the development and refinement of business processes to improve the Veteran experience
- Analyzes data and feedback within the region to identify trends and draw insights

- Consolidates data reports and delivers recommendations using data driven strategic decision making
- Leverages knowledge of issues, stakeholders, and in-process initiatives to effectively manage the triaging process
- Acts as a Veteran champion and advocate
 - Coordinates local efforts
 - Leads local Veteran Experience team

Essential Skills and Experience

- 5-10 years related experience with the Veteran community
- Strong leadership, communication, and program management skills
- Ability to balance competing priorities in a very dynamic/fast paced environment.
- Excellent planning, prioritizing and organizational skills required.
- Excellent written, verbal, and presentation skills required.
- Excellent meeting facilitation, planning and management skills required.
- Demonstrated ability to work effectively across organizational boundaries.

Education

- Bachelor's Degree or equivalent