



Position: Veteran Coordinator

Reports to: Vice President of Operations

The Veterans Coordinator Position (VC) consists of a team of volunteers who are dedicated to the selection and processing all veterans who have made application for an Honor Flight. The VC reports directly to the VP of Flight Operations and works directly for the Flight Director on any mission. There will be 1 volunteer selected by the VP of Flight Operations acting as the lead for VC and will represent the team at all VHF meetings requiring their presence.

Veteran Coordinator Procedures

Processing all veteran applications:

Picks up applications from VHF Box and sends out applications when requests are made by a veteran via the Info-Line. Receives applications from website submission.

Examine applications for obvious errors

Contacts veterans by telephone to indicate that application has been received

Requests relevant medical screening questions to better understand veteran's medical status

Contacts Medical Director about any veteran whose status is unclear for possible follow-up.

Enters application into VHF mission's data base. A paper file will be maintained with any medical documentation required along with application. The file contains following

Veterans original application

Medical forms (sent to Medical Director)

Do Not Sue Form

Any other paperwork required for application

Coordinate with Medical Director to maintain useful list of medical screening questions to identify any veteran whose medical condition is unclear.

Copies Medical Director with all Veteran applications for medical follow-up 4-5 weeks before mission.

Serves as the point for any questions about veterans on the VHF Veteran list

Keeps VHF Missions database up to date as additional information becomes available for the veteran. Participates with data entry team during Preflight meetings to update changes identified to veteran.

Works to identify the group of veterans and standbys for the next flight and identifies veterans better suited for Flightless program.

Contacts each Veteran by phone to verify that they can participate on a specific mission.
(provide key information on phone)

Makes copies and prepares mailings for all Veteran Preflight and Flight Orientation letters that are mailed to each Veteran.

Works with Flight Director, MXO, Guardian Coordinator and Medical Director at the match meeting to:

Match Veterans and Guardians

Define Squads

Define Squad Leaders

Define Wheelchair requirements

Define O2 requirements and plans

Veteran Coordinator is the person to answer questions about Veterans on upcoming flight. Answers all phone calls from veterans within 24 hours of when call is received.

Provides information to Transportation Coordinator issues with Veterans for Transportation issues and housing assistance.

Works with Guardian Coordinator to make sure Veteran Specific Veterans are matched with their guardian specific and a maximum of 6 per flight are identified.

Responsible for replacing any Veteran having to cancel using standby list for replacing veterans and notifies all other persons involved in a change to the flight.

Put veteran being replaced on another mission if veteran wishes to still participate.

Stays in contact with Veterans for community events to help support the Villages Honor Flight.

Visits Veterans that cannot make a flight or flightless program and takes a Veteran Book, postcards as a Thank you for the American hero.

Participates when possible in community fundraisers for Villages Honor Flight

Attends all necessary meetings related to Villages Honor Flight

Management Meetings (designated VC)

Preflight meetings for all flights

Flight send-offs and homecomings

Matching Meetings for all flights and any other meeting required to provide veteran information status.