

Volunteers of America of Oklahoma
Job Description

Title: Director of Veteran Services
FLSA Classification: Exempt
Career Band: Leader (L1-L2)
Department: Veteran Services
Reports to: Chief Executive Officer

Job Summary:

The Director of Veteran Services provides oversight and supervision to Veteran program staff, supervision of Veteran employment services and Veteran case management assistance. Specifically, the director is responsible for oversight of federal grant requirements including budgeting, administration, program outcome evaluation, and achievement of monthly, quarterly and annual goals. A broad range of knowledge of Veteran needs and services and the ability to research, implement and further build the Veteran Services program.

Job Duties:

1. Business development of Veterans programs, applications, and services involving diverse administrative operations; may administer or manage specific projects, programs and/or services; recommends and assists in developing and implementing improved administrative methods, procedures, equipment and/or facilities.
2. Conduct research studies regarding Veteran program development and improvement of programs.
3. Interprets data collection of prospective and/or new residents or new program participants.
4. Supervises the organization and maintenance of client records.
5. Develops and implement individual treatment and employment plans.
6. Participates in staff meetings and other agency activities as requested/assigned.
7. Establishes, promotes and maintains positive working relationships with referral agencies and community resources, developing a system for receiving and making referrals.
8. Monitoring and evaluating program outcomes for employment and other service programs.
9. Promotes Volunteers of America of Oklahoma philosophy and mission through personal attitudes, actions and behaviors.
10. Attends and participates in workshops and conferences to enhance professional development.
11. Recruitment and supervision of employees and student interns from local educational institutions.
12. Assists with data collection and billing for program participants and residents.
13. Ensures programs continue to meet grantor criteria and accreditation if applicable.

Qualifications:

- Degree in a business administration, social work related field.
- Honorably discharged veteran of any U.S. service.
- A minimum of three years' experience in roles of increasing supervisory responsibility. Knowledge base reflecting an understanding of employment, workforce development, Veteran services, and program administration.
- Maintain continuity and consistency with the Veterans Program implementation.
- Maintain staff development and team unity.
- 18 years of age or older.
- Must have and maintain a working telephone contact number.
- Possess a valid Social Security Card.
- Possess a valid Oklahoma Driver's License.
- Have reliable transportation.
- Proof of current car insurance (your name must be on the policy).
- Maintain an acceptable driving record, Oklahoma State Bureau of Investigation criminal history checks, and Community Service Registry Record checks.
- Ability to handle sensitive issues while protecting others' welfare.
- Ability to exercise patience, understanding, creativity, and flexibility.
- Ability to organize and prioritize work.
- Ability to establish and maintain effective working relationships with supervisor, co-workers, persons from other departments and vendors.
- Detailed oriented.
- Conscientious about timeliness of assignments and quality of work product.
- Excellent customer service skills.
- Excellent written and verbal communication skills.
- Competent user of MS Office Suite applications (Excel, Outlook, Word, PowerPoint, etc. Ability to share information through coaching teaching and training.
- Ability to maintain accurate records and present data contained in those records in a timely manner.
- Skills in auditing records and analyzing service agency effectiveness.
- Ability to organize and perform work independent of direct supervision.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The employee is required to walk, stand, sit for prolonged periods, climb, balance, stoop, kneel, crouch or crawl. The employee must frequently lift or move objects weighing up to 10 pounds and occasionally lift or move objects weighing up to 50 pounds. Frequent pushing and pulling and driving are also required.

Certification of Understanding:

The company reserves the right to revise or change job duties as business needs dictate. It is mutually agreed that this job description does not constitute a written or implied contract of employment. It is understood the company reserves the right to change the work schedule as required, to include overtime.

I have read and understand this job description and the professional expectations of the position. I acknowledge this description provides a representative summary of the major duties and responsibilities of the position and that other job related tasks may be assigned by my supervisor.

This position is subject to random drug testing. Refusal to take a drug and/or alcohol test will be grounds for immediate dismissal.

I also understand and recognize that I retain the option, as does Volunteers of America of Oklahoma, to end my employment at any time, with or without notice and with or without cause. As such, your employment with Volunteers of America of Oklahoma is at-will and neither this job description nor any other oral or written representations may be considered a contract for any specified period of time.

Employee Signature: _____ Date: _____

Employee printed name: _____