

**Volunteers of America Oklahoma
Job Description**

Title: Veterans Employment Consultant
FLSA Classification: Exempt
Career Band: Professional (P1-P2)
Department: Veteran Services
Reports to: Director of Veteran Services

Job Summary:

The Veterans Employment Consultant delivers intensive, customized employment and related services to homeless Veterans and/or Veteran families through empowerment, clinical techniques and employment assistance in order to return to self-sufficiency.

Job Duties:

1. Establish relationships and inform homeless Veterans, sub populations of Veterans, military families and soldiers of VOAOK Veteran programs.
2. Be knowledgeable of places where Veterans and individuals associated with the Military congregate.
3. Develop educational opportunities with institutions in the community that are suitable to the needs and desires of clients.
4. Coordinate with relevant VOAOK staff and community partners to provide needed supports to attain empowerment and employment goals.
5. Conduct periodic evaluations and provide regular feedback regarding client's employment search and employment performance with service coordination teams and supervisor.
6. Stay abreast of best practices when serving Veterans and sub-populations of Veterans in need.
7. Coordinate case management with VOAOK Veteran staff and relevant VOAOK staff.
8. Coordinate with program partners for case management to determine client eligibility and disposition.
9. Develop and maintain relationships with the Veterans through therapeutic techniques such as motivational interviewing, strengths-based approach, or person-centered approach in order to foster a relationship that assists them with overcoming barriers.
10. Maintain developed community partnerships through regular interaction.
11. Participate in the development of each member's Individual Employment Plan, which will detail member's employment readiness goals and an action plan for achieving those goals.
12. Develop employment positions with employers in the community that are suitable to the needs and desires of clients.
13. Conduct individual assessments and job readiness and identify employment-related deficits.

14. Maintain HMIS and Department of Labor databases as it relates to employment and enrollees.
15. Facilitate or co-facilitate weekly employment readiness and employment support groups.
16. Develop and maintain relationships with program partners, community partners, employer supervisory staff and other VOAOK Veteran staff and related VOAOK staff.
17. Develop and maintain relationships with business, non-profit and government employers.
18. Coordinate with program partners to attend outreach/educational events and meetings.
19. Maintain and strengthen employment and outreach databases.
20. Inform employers of veteran employment tax benefits and wage subsidies.
21. Exercise discretion while working with community partners, stakeholders, external partners, and Veterans.
22. Use independent judgment when providing therapeutic assessments, treatment plans, clinical decisions and managing matters of significant crisis in the absence of immediate direction or supervision.
23. Represent VOAOK in a professional manner when conducting business in the community and attending community events with community partners.
24. Maintain compliance with VOAOK policies and procedures.
25. Ensure that all duties are carried out in a timely and orderly fashion so that VOAOK functions in the most efficient manner possible
26. Other duties as assigned

Qualifications:

- Bachelor's Degree in Human Services related field or equivalent experience deemed sufficient by the Director of Human Resources and Director of Veteran Services.
- Basic knowledge of mental health disorders.
- Knowledge base reflecting an understanding of the addiction and recovery process.
- 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.

- Basic MS Excel skills (basic formulas, formatting, etc.) and good computer aptitude.
- Ability to establish and maintain effective working relationships with supervisor, co-workers, persons from other departments and community partners.
- Detail 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).
- Strong interpersonal skills to build relationships with employers and manage employer accounts.
- Availability to work a non-traditional schedule that includes holidays, evenings and weekends.
- Ability to work effectively with individuals of varying stability, incomes, skill levels, experiences and cultures.

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 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 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: _____