

**Volunteers of America Oklahoma
Job Description**

Title: Veterans Outreach Liaison
FLSA Classification: Exempt
Career Band: Professional (P1-P2)
Department: Veteran's Services
Reports to: Director of Veteran Services

Job Summary:

Provide day-to-day support and services for participating Veterans. The Veterans Outreach Liaison is responsible for job development and job placement for Veterans participating in the Volunteers of America programs. As such, the position will assess participants while assisting employers in successfully securing permanent stable employees from the Veterans participating in the Volunteers of America programs. The Job Developer will lead efforts to establish and build relationships with employers and facilitate interviews and job placements of program participants. He or she will meet with employers on a regular basis to maintain relationships for employment purposes. To expand the employment opportunities available to participants, the Veterans Outreach Liaison will work with local employers, government, and education/training partners to gain a greater understanding of requirements for jobs and available placements. The Veterans Outreach Liaison is knowledgeable regarding current labor market conditions, job search resources, and local career centers as well as Veterans' needs and how to communicate their transferable knowledge, skills, and abilities to employers.

Job Duties:

1. Coordinate outreach efforts for the Homeless Veteran's Reintegration Program (HVRP) including but not limited to: establish an outreach plan to target homeless veterans seeking employment, develop a set schedule to visit the VA, shelters, and other places that homeless and low-income veterans are likely to congregate, and develop communication/updates with the VA and other key employment, housing and community providers.
2. Conduct housing, employment and comprehensive supportive services assessments for program participants and assist in developing a comprehensive Individual Employment Plan.
3. Provide service coordination between the program and community partners.
4. Participate in program and professional supervision, attend required staff and Project Management Team meetings and trainings, and contribute to team-based collaborative planning.
5. Complete all appropriate reporting as required.
6. Provide case management and supportive services (social skills, life skills, acquisition of benefits, community resource utilization, job search and placement, coping skills, money

management) for clients and arrange for the provision of services from community resources based on the planned needs of the Veteran.

7. Interviews clients and/or families and completes assessments and other clinical documentation.
8. Completes case logs and required documentation on all client services including data entry into required data systems. Ensures that clinical documentation and client files meet all applicable standards for regulatory agencies.
9. Collects and analyzes data to identify needs for the assigned special services program within the particular service area.
10. Attends weekly and/or monthly staff meetings.
11. Develop formal connections with companies and employers in order to market the skills, abilities and qualifications of program participants based on assessed needs and wants.
12. Review all program participant background information, skills, and current job openings for appropriate job match.
13. Arrange referral of appropriately matched participants to employers and facilitate placement.
14. Provide job placement follow-up services to ensure job retention.
15. Facilitate weekly group job searching workshops as well as one on one meetings with all participants to assess and provide employers with suitable matches.

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, 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 is also required.

Qualifications and Skills:

Required Qualifications:

- 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.

Preferred Skills:

- A bachelor's degree in a related field is preferred. Experience may be substituted for a degree if deemed sufficient by the Director of Human Resources and Director of Veteran's Services.
- A minimum of two years' experience working with homeless individuals, including veterans, and experience with employment counseling is preferred.
- Veteran or member of a Veteran family is a plus.

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 and am qualified to perform the duties listed above. 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: _____