

POSITION DESCRIPTION

Position: Job Developer/Outreach Specialist
Program: Homeless Veterans' Reintegration Program (HVRP) Status: Non-Exempt
Reports to: Program Director Date Revised: 8/2021

POSITION SUMMARY:

Under general supervision, this position is responsible for interacting with local businesses to identify and place veterans by identifying and career advancement opportunities for the military veteran clients of the Homeless Veterans' Reintegration Program (HVRP). Conducts outreach to homeless veterans to ensure veterans have access to veteran specific resources with focus on employment and veteran program, presentations with local employers and veteran service agencies to explain the benefits of hiring HVRP clients as part of HVRP team group.

OBJECTIVES/ACTIVITIES:

- I. Responsible for client placement to achieve established objectives of the department.
 - A. Maintain employer contacts and relationship for employment of participants
 1. Contact employers to identify job placement and career advancement opportunities.
 - B. Coordinate career-counseling, evaluation, skills training, job readiness training and other activities related to employment transition for clients.
 - C. Work with businesses, agencies and organizations to remove employment barriers, and resolve issues related to community reintegration and independence of people with disabilities.
 - D. Build relationships and provide information to:
 1. Potential employers about military veteran clients including Employment Development Department (EDD) and America's Job Centers of California (AJCC)
 - E. Monitor and document employment progress of clients who secure employment positions and mentor each of them accordingly.
 1. Maintain New Org software system with veteran client and employer information.
 - F. Conduct outreach to homeless Veterans
 1. Create and implement an outreach plan for all 7 counties served
 2. Attend community events, job fairs, speaking engagements, and other events that are pertinent to the program.
 - G. Develop a retention plan with each program participant while in the job search stage.
 - H. Ensure the delivery of services, which are reflective of client empowerment and self-advocacy.
 - I. Maintain consistent contact with veteran clients for up to one year after placement.
 - J. Maintain necessary documentation for client records in file and New Org software system.
 - K. Prepare required documentation and reports per required grant guidelines.
 - L. Provide feedback to the Program Director for improving the quality of service delivery.
 - M. Perform other related duties as assigned.
- II. Responsible for providing training and development of veteran clients.
 - A. Assist in orientation and training workshops for veteran clients as requested.
 - B. Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for clients and all personnel.

III. Responsible for self-development

- A. Continually learn and enhance technical and interpersonal skills.
- B. Attend staff meetings/assigned training and complete required certifications, i.e. CPR, First Aid, etc.

EDUCATION AND EXPERIENCE:

Veterans are given priority in hiring. One year of employment development experience including, but not limited to, public speaking, outreach, talent acquisition, recruiting, staffing and onboarding is preferred. A Bachelor's degree is preferred. Experience with at risk or homeless veterans is preferred. VA Benefits and Claim experience preferred. This position also requires demonstrated ability to communicate and comprehend oral and written instructions and to provide services to clients without ethnic or social prejudices. It requires general knowledge of issues and challenges unique to military veterans, homelessness, substance abuse, minorities, and persons with disabilities. Specific knowledge and experience with military culture, housing first approaches, addiction and recovery, and dysfunctional family dynamics is preferred. Must be able to utilize a range of interventions to work with clients with varying needs and levels of functioning. Must have the flexibility to work irregular hours and have the willingness to function as a team member. This position requires CPR and First Aid training within (90) days of employment date and recertification as necessary and T.B. testing annually. Valid California driver license and ability to meet organizations insurance carrier guidelines required. Must undergo a criminal background check. Must have reliable vehicle for work use (mileage will be reimbursed). Must be able to work nights and weekends.

SPECIFIC SKILLS REQUIRED:

Computer skills, Word and Excel
Teamwork skills
Oral and written communication skills
Ability to assist other people
Organizational skills
Analytical and decision making ability Cultural Competency *

*Cultural competence is defined as a set of values, behaviors, attitudes, and practices within a system, organization, and program or among individuals, which enables them to work effectively, cross culturally. Further, it refers to the ability to honor and respect the beliefs, language, interpersonal styles and behaviors of individuals and families receiving services, as well as staff who are providing such services. VOA strives to achieve cultural competence is a dynamic, ongoing, developmental process that requires a long-term commitment. Our focus on cultural competency includes but is not limited to race, ethnicity, sex, gender, sexual orientation, LBGTO, class, age, ability, religion, and language. Bilingual and translation services are available to client when deemed necessary.

PHYSICAL REQUIREMENTS:

Lift and move up to 50 pounds
Stand, walk, bend, stoop, and sit frequently
Climb stairs as needed
Kneel occasionally

NATURE OF SUPERVISION RECEIVED:

Daily activities are many times performed independently with accessible guidance and direction from the Program Director or designated lead. Must be able to function both independently and in a team environment working towards attainment of operational goals and contract compliance.

SUPERVISION EXERCISED:

This position does not supervise, however, may be delegated training and lead responsibilities as the program needs may require.

RESPONSIBILITIES FOR BUSINESS CONTACTS:

This position requires daily contact with county/state/city and business entities, veterans, and all levels of support staff. The Job Developer/Outreach Specialist is responsible for promoting company image and adhering to company practices and procedures, while establishing and maintaining good working relationships with all clients. Tact, discretion, and resourcefulness are required at all times.

FINANCIAL RESPONSIBILITY:

Substantial financial loss through loss of business contracts is possible.

NUMBER OF EMPLOYEES:

No employees report to this position.

This Job Developer/Outreach Specialist job description does not constitute a written or implied contract and may be changed as business needs arise.

Indicate anything that would keep you from meeting the job duties as outlined above.

Employee Signature _____ Date Signed _____