

DISABLED VETERANS OUTREACH PROGRAM REPRESENTATIVE

KIND OF WORK

Professional employment interviewing, job development and job placement work dealing specifically with veterans.

NATURE AND PURPOSE

Under general supervision, provides job development, job referral placement, employment interviewing and other employment-related services to eligible clients who are in priority order, 1) disabled veterans, 2) non-disabled veterans and 3) other eligibles with a service-related connection as defined by law; performs related work as required.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Recruits eligible clients by contacting local veterans and social service organizations so that all are identified and available program services are properly communicated.

Develops employment and OJT and apprenticeship training opportunities for eligible clients by visiting area employers to explain program intent and encourage participation.

Interviews eligible clients seeking employment by conducting skills assessment, providing job-seeking advice, arranging for testing when necessary, and contacting employers to arrange for job referral.

Refers eligible clients who are experiencing educational, physical or emotional barriers to employment to appropriate supportive service organizations by maintaining current listings of and contacts with other agencies or human service organizations.

Provides employment information to veterans.

Makes referral of veterans to other veterans service agencies.

Attends veterans organization meetings to maintain contacts with veterans.

Develops jobs for veterans.

Prepares monthly newsletter of veterans placement activities for distribution to local veterans organizations.

Informs veterans of legal rights to employment education, etc.

Counsels veterans having job adjustment or vocational choice problems.

Contacts employers via phone in an effort to develop job openings.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Federal, state, and department laws, rules, policies, and procedures sufficient to administer available services offered by the Disabled Veterans Outreach Program.

Occupations, employment practices, and local labor market conditions sufficient to provide information and advice to eligible clients seeking employment.

Public and private social service agencies sufficient to provide a readily accessible referral resource for eligible clients.

Interviewing techniques sufficient to conduct general assessment and job referral interviews.

Knowledge of federal, state and local laws, rules and regulations governing veterans rights and benefits.

Knowledge of services offered by the Department of Employment and Economic Development where clients may be referred for greater assistance.

Ability to:

Communicate with clients, employers and officials of other social service organizations to accurately explain program activities and promote participation.

Reason analytically and interpret federal, state and departmental laws and rules to accurately respond to questions.

Identify and assess potential employment barriers evidenced by a client and determine the appropriate strategy to resolve the problem.

Ability to prepare statistical reports and maintain employer, placement and applicant records.

Ability to write clearly and organize material logically for inclusion in reports or correspondence.

Verbal facility to converse and deal with people at differing levels and relate to people in consultation and gathering of information.

Ability to deal tactfully and patiently with people and put them at ease.

Disabled Veterans Outreach Program Representative

Class Specification

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Ability to reason analytically and organize facts when asking or answering questions.

Ability to maintain poise and composure.

Est.: 3/18/83

Rev.: 9/3/03

Ckd.:

T.C.:

Former Title(s): Veterans Employment
Representative merged into
Disabled Veterans Outreach
Program Representative effective
9/3/03