

VETERANS EMPLOYMENT REPRESENTATIVE SENIOR

KIND OF WORK

Professional employment services work.

NATURE AND PURPOSE

Under limited supervision, provides leadwork direction in a Workforce Center Office to a veterans services placement unit consisting of several professional employees and to other employees who are engaged in the delivery of veterans employment programs; 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.)

Plans, assigns and guides work activities of office staff to attain program goals and to ensure consistent application of program components by establishing and maintaining work flow/assignment requirements and monitoring and reporting work performance.

Trains office staff in the proper delivery of veterans employment services by conducting formal sessions on state and federal laws and departmental policies and procedures to secure an understanding of and a commitment to achieving program objectives and performance standards and by instructing other staff members in veterans placement responsibility.

Advises the area office manager or other office supervisor of the performance of staff involved in veterans service activities to provide an objective measure of the quality and quantity of a particular employee's work by comparing work to established standards.

Advises the area office manager in the selection of new veterans service staff to ensure qualified personnel are hired to maintain the various activities of the veterans services programs by participating in selection interviews.

Provides technical advice and guidance to office staff regarding procedural question or issues to ensure that program services are administered with accuracy and uniformity by providing written or verbal interpretations of applicable federal laws and departmental policies and procedures.

Develops and implements a veterans employment service delivery plan, in conjunction with the area office manager and/or district director, to ensure community resources are maximally utilized and eligible clients are served in accordance with federally mandated standards and area office objectives by preparing a needs assessment for job placement, counseling and referral to other support agencies for veterans in the community and establishing a plan of action to meet those needs.

Analyzes current office operations and levels of program activity and recommends to area office manager new or modified procedures to enhance existing levels of performance and/or to resolve specific non-compliance program deficiencies by reviewing written activity and audit reports and comparing them to current operating practices.

Coordinates office efforts in program promotion and outreach with local veterans organizations to ensure efficient use of available staff and expand community awareness of available program services by developing and maintaining a list of relevant community organizations, by speaking at community groups or schools to explain services available to veterans through the Department of Employment and Economic Development, by visiting employers to maintain good relations with them and to solicit job orders, and by assigning office staff to contact them and monitoring effectiveness of contacts.

Provides direct job placement services to clients by conducting interviews, initiating job development contacts with local employers and providing job referral so maximum assistance is offered in securing employment.

#### KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

##### Knowledge of:

Federal, state and department laws, rules, regulations, policies and procedures governing veterans employment programs sufficient to develop and implement a service delivery plan, provide training to office staff and serve as a technical advisor regarding all operational aspects of the respective programs.

Occupations, employment practices and local labor market conditions sufficient to provide information to applicants seeking employment.

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

Interviewing techniques sufficient to conduct general assessment interviews, to identify and evaluate qualifications and potential barriers to employment and to determine appropriate strategies for the client in securing employment.

##### Ability to:

Plan, assign and evaluate the work of subordinates.

Instruct staff in the implementation of veterans employment programs.

Interpret and apply work documents, policies and procedures for office staff and applicants.

Monitor and evaluate delivery of program services and to resolve administrative and technical problems detected within the delivery system.

Effectively communicate services offered through veterans employment programs in presentation to concerned organizations.

Write activity reports and other documents.

Interpret federal, state and departmental laws and rules sufficient to respond to questions from staff, partners, and community representatives.

Communicate effectively with employers and officials of other social service organizations sufficient to market veterans program activities and promote job development.

Identify employment barriers evidenced by veterans and determine strategies to resolve these barriers.

Est.: 6/71  
Rev.: 8/83; 2/04  
Ckd.:

T.C. 7/73  
Former Title: Senior Veterans Employment  
Representative