



Employment Specialist

Department: HVRP

Job Status: Full Time

FLSA Status: Exempt

Reports To: Employment Manager

Grade/Level: Bachelor's

Amount of Travel Required: Occasional

Work Schedule: Monday-Friday

Positions Supervised: None

POSITION SUMMARY

The Employment Specialist (ES) will work to educate veterans on how to successfully conduct a job search, attain a job, and retain employment. The Employment Specialist will operate under two employment grants: The Department of Labor's Homeless Veterans Employment Programs (HVRP) and the Department of Veterans Affairs Grant Per Diem. The ES will be a career advisor and counselor, offer one-on-one case management services, and provide resources other than employment services to assist veterans with significant barriers to employment (SBE).

In addition to the standard duties, the ES will work with the Employer Manager (EM) to manage and utilize the network of local employers, VSO's, and other non-profits, that the EM brings to Veterans Place. Their relationship with the EM will mirror the partnership between the Disabled Veteran Outreach Program (DVOP) and the Local Veteran Employment Representative (LVER) roles with the Department of Labor DOL, as defined in VPLs 02-16, 03-14, and 07-10. The relationship between the functions aims to provide a direct connection with employers and other supported services to the veteran in need. The ES will support the EM with job fairs, employer-sponsored events, and other outreach events to expand Veterans Places' existing network of employers and service organizations.

The ES will assist in veteran training and education and to provide supportive services to address the needs that affect the job-readiness of the veteran. They will work with client communication and outreach to fill classrooms. They will also provide with curriculum needs.

ESSENTIAL FUNCTIONS

- Must work effectively with clients and provide advanced case management in identifying employment, training, and vocational needs and potential career options.
- Must understand the client profile and select the appropriate client track, while developing client-directed individualized employment plans (IEP). Each IEP will address the steps to overcome barriers such as, but not be limited to, basic needs from food to housing to mental health, substance abuse, social services, and legal aid.



- Will work as a client advocate, listen, build rapport, and to communicate the veteran's needs & interests to both employers and other supported services.
- Proactively seek new clients, provide comprehensive case management, and perform administrative duties such as documenting client progress or regress, conducting internal chart audits, and keying program database entries as required.
- Assist homeless, low-income, or at-risk veterans in locating appropriate work by directly arranging and coordinating interviews between participants and hiring managers.
- Provide program retention and follow-up activities for twelve (12) months post-program completion.
- Refer or deliver the appropriate additional supportive services. i.e., transportation, housing, counseling, etc., to either internal partners or third-party partners.
- Maintain confidentiality and adherence to HIPAA requirements at all times.
- Complete all required documentation and repo promptly, consistent with Veteran Place guidelines, program requirements, and maintains agency required productivity standards.
- Able to develop and maintain relationships with AJC partners (PA Careerlinks), the VA Domilicaries, VA Benefits Offices, etc., to offer our clients a holistic model of care geared towards sustainable employment.
- Assist with outreach directly to a targeted population of veterans through partner agencies, collaborations with the Department of Veterans Affairs, Workforce Investment Boards, PA CareerLink, and other linkages. Announcements at meetings of veterans. Military Service Members and Service Providers.
- Represent Veterans Place at a variety of public forums and community events held by other service providers (federal, state, local, civic, private, faith-based, community); Present information about the career services provider to veterans.
- And other duties are requested.

Communication:

- Communicate with veteran clients on the topics of employment readiness and financial literacy.
- Participate in Veterans Place weekly and monthly meetings.
- Participate in administrative, staff, clinical, and in-service activities and training as required.
- Prospect via phone, email, or in person, with employers and other service organizations.
- Ability to perform daily duties to achieve expected outcomes and performance measures with minimal supervision.
- Ability to meet deadlines, to adapt and adjust course in a rapid environment to policy, programmatic, and company shifts.
- Ability to handle stressful situations in a discreet manner.
- Ability to understand and empathize with the various circumstances of the unemployed, homeless veteran and work to help and support them.



SKILLS

- Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.
- Speaking — Talking to others to convey information effectively.
- Reading Comprehension — Understanding written sentences and paragraphs in work related documents.
- Service Orientation — Actively looking for ways to help people.
- Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Writing — Communicating effectively in writing as appropriate for the needs of the audience.
- Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.
- Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Coordination — Adjusting actions in relation to others' actions.
- Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Time Management — Managing one's own time and the time of others.

ABILITIES

- Oral Expression — The ability to communicate information and ideas in speaking so others will understand.
- Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Written Comprehension — The ability to read and understand information and ideas presented in writing.
- Written Expression — The ability to communicate information and ideas in writing so others will understand.
- Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.
- Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Speech Clarity — The ability to speak clearly so others can understand you.



PHYSICAL/ENVIRONMENTAL DEMANDS

- Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation;
- Sedentary physical activity performing non-strenuous daily activities of an administrative nature.
- Manual dexterity sufficient to reach/handle items and work with the fingers.
- Close vision (clear vision at 20 inches or less) especially working with computers/monitors; and that required for driving.
- Moderate noise (examples: business office with computers and printers, light traffic)

POSITION QUALIFICATIONS

- 2-3 years of Case Management, Career Counseling, Workforce Development or Relationship Management; And, experience working with Veterans and individuals with significant barriers to employment preferred.
- Proficiency with the Microsoft Office Suite; Experience with BestNotes, or similar Clinical CRM Platforms.
- Must be proficient in spoken and written English.
- Ability to travel to various sites daily.
- Bachelor's Degree in Human Resources, Social Work, or related field from an accredited institution
- Positions require a valid PA Driver's License and good driving record.
- Veteran status preferred.
- Must be able to pass a pre-employment drug screen.

Prepared by : _____ Date: _____

Approval Signature: _____ Date: _____

Approval: _____

Approval: _____

The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate.