

POSITION DESCRIPTION

Position: Employment and Veteran Services Center Manager
Program: Veteran Services
Reports to: Program Director
Status: Exempt
Date Revised: 5/2019

POSITION SUMMARY:

Under the direction of the Program Director, the Employment and Veteran Services Center Manager is responsible for program oversight, implementation and administering /coordinating the activities for the Veteran Services Employment Program. The Employment and Veteran Services Center Manager oversees and manages employment team members, Veteran Services Center and assists the Veteran Services Director on planning and programmatic matters.

OBJECTIVES/ACTIVITIES:

- A. Responsible for performing daily work requirements to achieve established objectives of the program.
 - 1. Manage activities of Veteran Services Center, which includes working with the Veteran Services Director to ensure compliance with contractual obligations and responsibilities.
 - 2. Manage day-to-day operations including staff supervision/coverage, outreach, on-site workshops, events and trainings in Veteran Service Center.
 - 3. Coordinate and network with community agencies, military service providers/organizations including supervision of referrals to appropriate outside community resources and employers in all counties.
 - 4. Assist with grant writing activities (scope and budget) with VOA Administrative staff and Veteran Services Director.
 - 5. Participate in employment related committees.
 - 6. Develop and maintain excellent relationships with VA, DOL, Veteran Service organizations, County, State, and Federal entities.
 - 7. Manage retention of employment/employer/employee relationships.
 - 8. Manage and development on- and off-site presentations/workshops/trainings.
 - 9. Assist Veteran Services Director in compliance and quality assurance of funded employment programs. Including oversight of mandated grant reporting and deadlines.
 - 10. Assist Veteran Service/Development with marketing and promo inventory.
 - 11. Serve as lead facilitator for monthly Sacramento Collaborative.
 - 12. Must be able to work nights and weekends as needed.
 - 13. Perform other related duties as assigned by Veteran Services Director.

- B. Responsible for the assistance of training and development of new staff.
 - 1. Responsible for orientation, training, supervision and evaluation of new employment program team members.
 - 2. Responsible for cross training of HVRP employment team.

C. Responsible for self-development.

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

EQUIVALENT EDUCATION AND EXPERIENCE:

A Bachelor's Degree in Social Work or a related field is preferred. A combination of education and experience will be considered in lieu of the Bachelor's Degree. Three (3) years of management experience in a social service agency is required; an advanced degree may substitute for one year of management experience. Two (2) years of experience in job development or related employment services required. Experience providing employment services to the military population is preferred. Supervision experience required. Knowledge of employment and training resources required. Active or previous military service preferred. Knowledge of workforce development programs desired. This position requires demonstrated ability in record keeping, good written and verbal communication skills, and knowledge of problems unique to women, minorities, persons with disabilities, substance abusers, low income, and general homeless population. A valid California driver's license, auto insurance, and a clean driving record is required. May require evening or weekend hours.

SPECIFIC SKILLS REQUIRED:

Data management and report writing
Excellent oral and written communication skills
Ability to assist and motivate other people at a pace congruent with their ability.
Organizational skills
Analytical and decision making ability
Statistical and mathematical skills
Strong computer skills including MS Office

PHYSICAL REQUIREMENTS:

Lift and move up to 10 pounds
Stand, walk and sit frequently
Bend and stoop occasionally

NATURE OF SUPERVISION RECEIVED:

Daily activities are performed independently with guidance and direction from the Program Director. Must be able to work independently toward attainment of operational goals and contract compliance.

SUPERVISION EXERCISED:

Plans, directs and coordinates work. Responsible for training, auditing, conducting performance appraisals and providing feedback and disciplinary actions.

RESPONSIBILITIES FOR BUSINESS CONTACTS:

This position requires daily contact with county/state/city and business entities, clients, and all levels of support staff. The Employment and Veteran Services Center Manager is responsible for promoting company image and providing advice on 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; thus, all expenditures must be approved by the Program Director.

NUMBER OF EMPLOYEES:

- 2 Job Developer
- 2 Employment Specialist
- 1 Admin Assistant
- 1 Quality Assurance/Outreach Coordinator

This Employment and Veteran Services Center Manager 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 _____