



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
November 26, 2024

This position is:

- Classified
Unclassified
Executive Service
Mgmt Svc - Supervisory
Mgmt Svc - Managerial
Mgmt Svc - Confidential

Agency: Employment Department

Facility:

- New
Revised

SECTION 1. POSITION INFORMATION

Form fields for Section 1 including Classification Title, Effective Date, Working Title, Section Title, Employee Name, Work Location, Supervisor Name, Position type, FLSA status, and Eligible for Overtime.

SECTION 2. PROGRAM AND POSITION INFORMATION

a. Describe the program in which this position exists. Include program purpose, who's affected, size, and scope. Include relationship to agency mission.

The Employment Department is a large state agency with a mission to Support Business and Promote Employment. We accomplish this by accurately administering the unemployment insurance (UI) program for Oregon workers and business (Unemployment Insurance and Contributions and Recovery divisions); recruiting and referring applicants to job openings and assisting job seekers in their employment searches (Workforce Operations division); developing and distributing workforce and economic information (Workforce and Economic Research); administering a paid family and medical leave insurance program for Oregon workers and businesses (Paid Leave Oregon and Contributions and Recovery divisions); and providing administrative services to the Office of Administrative Hearings, which adjudicates citizen and business disputes with agencies.

The Oregon Employment Department fosters fairness, equity, and inclusion to maintain a workplace environment where everyone is treated with respect and dignity regardless of race, color, national origin, religion, sex, sexual orientation, gender identity, marital status, age, veteran status, disability, or status as a

victim of domestic violence, harassment, sexual assault, or stalking. This policy applies to every aspect of our employment practices, including recruitment, hiring, retention, promotion, and training. A goal of the Oregon Employment Department is to become an employer of choice for individuals of all backgrounds and promote an inclusive workplace culture that encourages diversity and allows employees to excel.

This position exists within the Workforce Operations Division of the Employment Department. Workforce Operations staff provide guidance and support to WorkSource Oregon Centers as well as oversee federal programs. Workforce Operations has functional authority over and responsibility for Title III (Wagner-Peyser Act) of the Workforce Innovation and Opportunity Act (WIOA). Workforce Operations staff focus on building relationships, coordinating efforts, and aligning service delivery with other workforce partners in an effort to assist businesses to recruit the best qualified applicants and provide resources to job seekers in support of their employment needs.

b. Describe the primary purpose of this position, and how it functions within this program. Complete this statement. The primary purpose of this position is to:

Work directly with eligible veterans and eligible persons who have employment barriers and other authorized populations, as identified in U.S. Department of Labor Veterans’ Employment and Training Services (DOL-VETS) Veterans’ Program Letters (VPL); their duties are outlined in Title 38 U.S. Code § 4103A. The services provided by a DVOP specialist are referred to as individualized career services. These services include, but are not limited to:

- Comprehensive and specialized assessments of skill levels and service needs.
- Development of an individual employment plan (IEP) to identify the employment goals, appropriate achievement objectives and appropriate combination of services for the participant to achieve the employment goals.
- Career planning.
- Short-term prevocational services that may include development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training services.

A full list of services can be found in 20 CFR § 678.430.

DVOP specialists focus on providing individualized career services through the case management framework, as taught by the National Veterans’ Training Institute (NVTI). This framework includes three elements: comprehensive assessment, employment plan, and consistent contact. Additionally, DVOP specialists build relationships and conduct outreach with other service providers in the local area and conduct employer contacts on behalf of their case managed job seekers for job placement.

DVOP specialist’s establishes a strong rapport and relationship with the eligible populations they serve, to provide them with the best services possible to help them reach their employment goals.

SECTION 3. DESCRIPTION OF DUTIES

List the major duties of the position. State the percentage of time for each duty. Mark “N” for new duties, “R” for revised duties or “NC” for no change in duties. Indicate whether the duty is an “Essential” (E) or “Non-Essential” (NE) function.

% of Time	N/R/NC	E/NE	DUTIES
80%	NC	E	CASE MANAGEMENT / INDIVIDUALIZED CAREER SERVICES

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit “Enter”.

		E	Establishes strong rapport with DVOP-eligible job seekers through open communication and understanding of U.S. Military “veterans” culture to build trust and positive connections.
		E	Confirms DVOP program eligibility of job seekers that are screened and referred to DVOP services by interviewing job seekers for compliance with federal guidance prior to DVOP service delivery.
		E	Utilizes sophisticated communication strategies like active listening, empathetic understanding, tailoring message to customer, paraphrasing/seeking feedback, using non-verbal cues effectively, and analyzing the situation to deliver information clearly and persuasively.
		E	Conducts initial comprehensive “whole person concept” assessment of the DVOP-eligible job seeker to confirm eligibility for DVOP individualized career services, identifies immediate needs, provides direct referrals to supportive services, and identifies barriers to successful employment outcomes.
		E	Conducts ongoing comprehensive assessments and documentation of work experience, knowledge, skills, abilities, and barriers to employment of DVOP-eligible job seekers for Individual Employment Plan. DVOPs are required to assess for barriers to employment related to education level, homelessness, being economically disadvantaged, disability, justice involved, transportation, job search skills, and needed training to transition into their employment goal.
		E	Develops Individual Employment Plans (IEP) for DVOP-eligible job seekers that identify an employment goal, short-term goals with action items to achieve employment goal and to overcome the identified employment barriers; conduct ongoing assessments during consistent contacts, both pre- and post-placement into employment; write case notes to document IEP progress, contacts and attempted contacts, and document case management outcomes.
		E	Ensures that DVOP-eligible job seekers in DVOP case management have quality job search materials that contain sufficient information on knowledge, education, skills, licenses, abilities, and work experience that will facilitate matching with job openings. Reviews DVOP-eligible job seekers iMatchSkills® file to ensure work history, duties, and education level have descriptive details, and that appropriate Standard Occupational Classification (SOC) are assigned.
		E	Collects detailed occupational information about U.S. Military service (including related responsibilities), other previous jobs, or volunteer experiences to determine transferable experiences, interests, and employment goals. Evaluates the Transitioning Service Member career readiness plan and applies knowledge of local labor market and trends to assist participant with career transition. Provides input with local resources and information.
		E	Uses knowledge of community resources and creative problem-solving techniques to explore possible solutions to overcome those barriers to employment. Provide value-added referrals to On-the-Job Training services, workshops, special services, community resources, and

			supportive service agencies for needed services and /or technical assistance. Provides referrals to U.S. Department of Veterans Affairs staff or other service providers for veterans that want/need mental health services or readjustment services.
		E	Administers informal Interest or Personality assessments and review results with customers to assist with identifying an employment goal.
		E	Documents program, provider, and contact information of "Other Service Providers" working with DVOP-eligible job seeker for continuity of service delivery strategy. Obtains a signed Oregon Employment Department Release of Information Form when appropriate for compliance with agency confidentiality policy and state law.
		E	Maintains effective tracking and accountability of each assigned DVOP case management file in the state management information system (MIS) for compliance with state and federal audits, and technical assistance visits.
		E	Evaluates customers work credentials, interviewing skills, and employment readiness, prior to referring to job opening for job placement success. Communicates the knowledge, skills and qualifications of customers to WorkSource Business Services Team and Local Veterans' Employment Representative staff to facilitate quality referrals to employment opportunities.
15%	R	E	OUTREACH AND NETWORKING
	R	E	Conducts outreach to service providers in their assigned geographical coverage area. Relationship building with community service providers includes the DVOP learning about the resources/assistance offered, identifying points of contact, and informing the community service providers on how to connect DVOP-eligible job seekers to the WSO Centers for employment services. Service Providers can include Federal/State/County Human Services Agencies, civil and non-profit social service organizations, Veterans Service Organizations (DAV, VFW, American Legion), Oregon Department of Veterans' Affairs' Service Officers, Federal/State Vocational Rehabilitation services, churches, homeless shelters, transitional housing facilities, prison transition centers, Veterans' Centers, counseling/treatment facilities, higher education institutions, and Oregon Tribal Centers.
		E	Plan, coordinate, and schedule routine and unplanned travel to Employment Department offices, Service Provider locations, and other locations for compliance with federal guidance related to the DVOP Specialist role and responsibilities.
	N	E	Contact employers on behalf of a specific DVOP-eligible job seeker to facilitate employment, in coordination with WorkSource Business Services Team and Local Veterans' Employment Representative to avoid duplicative contacts to employers.
5%	R	E	ADMINISTRATIVE RESPONSIBILITIES

		E	Initiates and writes quarterly narrative about DVOP Specialist activities during a reportable quarter for compliance with agency standards. Narrative includes case management numbers, outcomes of closed case files, outreach to service providers in their service delivery area, success stories, and results of case management file reviews using federal audit criteria. Submits narrative to supervisor and JVSG Program Coordinator by established due dates.
		E	Writes employment status narratives on Department of Veteran Affairs Veterans Readiness & Employment participants under DVOP case management for compliance with federal standards. Submits narrative to the State Intensive Services Coordinator.
		E	Brief local office staff to ensure they have an understanding of the Local Office Plan of Service to Veterans and Covered Persons, to include the referral to DVOP process.
		NE	Assists with the planning and implementation of focused events that align with DVOP role and responsibilities (e.g. special veterans hiring events, Department of Labor funded Stand Downs).

SECTION 4. WORKING CONDITIONS

Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.

Requires prolonged sitting or standing often at workstation. Frequent use of common office technology, including printer, copy machines, fax machines, shredder, and extensive use of the telephone (mobile), computer terminal, software, and video conference equipment. Meet with people in-person, or by telephone calls, or by video calls that may be irate and verbally abusive. Exposure to veterans that have Traumatic Brain Injury (TBI) and Post Traumatic Stress Disorder (PTSD) that may cause instability of their mood. Office environment is sometimes noisy and requires the ability to work on multiple priorities during which there are constant distractions and interruptions.

Requires driving to various locations to meet with service providers, employers, attend events, or to other WorkSource Oregon Centers. May require overnight travel to seminars or classes for program training during various times of the year. Out-of-state travel may be required for federally mandated training.

Work generally occurs between 8:00am – 5:00pm, Monday – Friday.

SECTION 5. GUIDELINES

a. List any established guidelines used in this position, such as state or federal laws or regulations, policies, manuals, or desk procedures.

Federal and State laws, rules, regulations and policies about the Unemployment Insurance and Employment Services programs. Employment Department Staff are expected to be knowledgeable about Federal and State workforce programs, rules and regulations, and have the ability to apply the requirements of the programs, rules, and regulations, according to their position requirements. One example of regulations all staff should be knowledgeable about: the Federal Workforce Investment Act Methods of Administration for Equal Opportunity and Non-discrimination.

- 38 United States Code (U.S.C.) Chapters 41 and 42

- Public Law 113-128 WIOA, section 134(c)(2)
- Public Law 107-288 Jobs for Veterans Act
- Annual Appropriations Act
- 20 CFR Part 1010 “Priority of Service for Covered Persons; Final Rule”
- U.S. Department of Labor - Veterans Program Letters
- Oregon Revised Statutes and Administrative Rules
- Oregon Confidentiality Handbook
- WorkSource Oregon Operational Standards
- WorkSource Employment Services Manuals
- Jobs for Veterans’ State Grant Coordinator and Local Office Manager guidance

b. How are these guidelines used?

The reference materials contained guidelines used by the employee to do the functions of this position.

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?

Who Contacted	How	Purpose	How Often?
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>			
Businesses	In person, telephone, e-mail, video conference, and mail	To promote DVOP case managed job seeker as a workforce solution.	Sometimes, as needed
Central Office	In person, telephone, e-mail, and video conference	To get clarification of program requirements or request program technical assistance or approval	Sometimes, as needed
Claimants	In person, telephone, e-mail, and video conference	To explain how to connect with Unemployment Insurance.	Sometimes, as needed
Community Service Providers	In person, telephone, e-mail, and video conference	To conduct relationship building, learn programs eligibility and processes, arrange needed services, and coordinate ongoing services	Weekly, or more frequently as needed
Federal Agencies	In person, telephone, e-mail, and video conference	To get clarification on federal program guidance, or submit progress narratives, coordinate ongoing services	Quarterly, or more frequently as needed
Job Seekers	In person, telephone, e-mail, video conference, and text	Confirm DVOP program eligibility, conduct assessments, gain further information, develop Individual Employment Plan, answer questions and provide job information.	Daily
State Agencies	In person, telephone, e-mail, and video conference	To submit required reports, get clarification on program requirements, to refer issues	Quarterly, or more frequently as needed
Supervisor	In person, telephone, e-mail, and video conference	To get advice or guidance on particular questions, to clarify instructions, to answer supervisor questions	Weekly, or more frequently as needed
WorkSource Oregon Partners	In person, telephone, e-mail, and video conference	To get clarification on Workforce programs eligibility and processes, or arrange for service delivery, or coordinate ongoing services	Weekly, or more frequently as needed

SECTION 7. POSITION RELATED DECISION MAKING

Describe the typical decisions of this position. Explain the direct effect of these decisions.

Decide if referred job seeker meets the eligibility requirements for DVOP services prior to delivery of individualized career service.

Decide the level of services needed by the DVOP-eligible job seeker.

Decide when to schedule next contact or appointment with DVOP-eligible job seekers.

Decide which community services or special programs are appropriate to assist DVOP-eligible job seekers overcome barriers and gain employment.

Decide which community service provider/Workforce Partner to contact for outreach activities.

Decide if DVOP-eligible job seeker meets the job requirements.

Decide if DVOP employer contact on behalf of DVOP-eligible job seeker is needed to gain employment.

Decide if there is a need for additional paperwork or information.

Direct effect of these decisions will determine the level of customer service and satisfaction with those services that both DVOP-eligible job seekers and employers receive. Will also determine whether these customers and others continue to use our services in the future. Will decrease the length of under- or unemployment for DVOP-eligible job seekers with a positive impact on employers' UI tax rates. Will improve employers' productivity through hiring qualified candidates. Will provide collaborative community workforce services to meet DVOP-eligible job seekers needs for training for high skill jobs. Will increase the vitality of Oregon's economy through an integrated workforce and economic development system that is responsive and easy to access for DVOP-eligible job seekers and employers.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Supervisor/Manager		In person, video conference, instant message, telephone, text, and email	Daily, Weekly, Monthly, Annually.	Performance and Accountability Feedback. To ensure Compliance with Jobs for Veterans' State Grant's scope of work. Completeness, accuracy and adherence to agency policy and procedures and federal and state laws, rules, and regulations.
Supervisor/Manager		In person or video conference	Quarterly	Review DVOP case management files to ensure compliance with federal audit standards.

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

SECTION 9. OVERSIGHT FUNCTIONS

THIS SECTION IS FOR SUPERVISORY POSITIONS ONLY

- a. How many employees are directly supervised by this position? 0
 How many employees are supervised through a subordinate supervisor? 0
- b. Which of the following activities does this position do?
- | | |
|--|---|
| <input type="checkbox"/> Plan work | <input type="checkbox"/> Coordinates schedules |
| <input type="checkbox"/> Assigns work | <input type="checkbox"/> Hires and discharges |
| <input type="checkbox"/> Approves work | <input type="checkbox"/> Recommends hiring |
| <input type="checkbox"/> Responds to grievances | <input type="checkbox"/> Gives input for performance evaluations |
| <input type="checkbox"/> Disciplines and rewards | <input type="checkbox"/> Prepares & signs performance evaluations |

SECTION 10. ADDITIONAL POSITION-RELATED INFORMATION

ADDITIONAL REQUIREMENTS: List any knowledge and skills needed at time of hire that are not already required in the classification specification:

This position requires successfully passing a criminal record check, which may require fingerprint-based records check, as a condition of employment. The circumstances of any criminal activity will be reviewed to determine whether an applicant is accepted for employment.

Preference in Hiring Disabled Veterans’ Outreach Program (DVOP) Specialist Staff. Jobs for Veterans’ State Grant program legislation requires state agencies to follow a specific preference order when filling DVOP Specialists. As required by 38 U.S.C. § 4103A(b), state agencies must make every effort to employ:

- 1) First, qualified disabled veterans, as defined by 38 U.S.C. § 4211(3).
- 2) Second, qualified veterans, as defined by 38 U.S.C. § 101.

This position requires travel, including to multiple Employment Department offices throughout the state. Employee is required to possess and maintain a valid driver’s license with an acceptable driving record to check out a State vehicle. If not, they must be able to provide an alternate method of transportation.

Knowledge and Skills needed at time of hire include:

- Knowledge and applied skills with Microsoft Word and Outlook for report writing and managing work.
- Organize professional workload to be responsive to several time-sensitive reporting deadlines, and to co-workers, partners, and customer needs.
- Work independently on tasks efficiently with little or no supervision to benefit the team and achieve program outcomes without supervision.
- Knowledge in evaluating and making recommendations for improvements to processes.
- Leadership skills to guide and motivate others towards achieving common goals and program goals. May monitor processes, procedures, delivery and results for compliance with the outcomes or goals.
- May be required to assist other field offices to balance workload of DVOPs, or to support veteran related events as approved/assigned by manager.
- Communicate professionally and appropriately with customers, partners, and co-workers. Know and understand the cultural diversity dynamics that exist within the service delivery area and adjust service delivery as needed to meet the needs of the population served.
- Maintain objectivity when dealing with businesses, job seekers and claimants. Use professionalism with customers who are experiencing mental and emotional distress, uncooperative, hostile, abusive, threatening, or under the influence of controlled substance. Know and understand the Department and office customer complaint process. Comply with agency confidentiality rules, laws and policies and uphold the public trust relating to program administration and confidentiality.

- Maintain regular and punctual attendance. Accept constructive feedback with open cooperative, positive team-oriented attitude.
- Use professional phone techniques, effective interviewing skills and excellent customer service skills in every customer contact.

BUDGET AUTHORITY: If this position has authority to commit agency operating money, indicate the following:

Operating Area	Biennial Amount (\$00000.00)	Fund Type
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Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".

SECTION 11. ORGANIZATIONAL CHART

Attach a current organizational chart. Be sure the following information is shown on the chart for each position: classification title, classification number, salary range, employee name and position number.

SECTION 12. SIGNATURES

Employee Signature

Date

Supervisor Signature

Date

Appointing Authority Signature

Date