

Attachment 12: Duty Statement for VWS/LVER

Veteran Workforce Specialist (VWS)

A. Policy

Each year, the EDD receives a grant from the DOL/VETS to fund VWS positions statewide. The State Supervisor of Veterans Programs uses the county veteran population and the total veteran enrollments in CalJOBS as a guide to apportion VWS positions to the Job Service Divisions. The Division Chiefs further allocate these positions to specific office locations within their geographical areas based on the Employment and Training (E&T) needs of veteran's within their area of responsibility.

1. The VWS position will be filled on a full-time or half-time basis only.
A half-time VWS cannot be a half-time VESS. A half-time VWS can be a half-time Wagner Peyser (Job Service Mainstream).
2. The VWS position shall be in addition to, and shall not supplant, any assigned VESS positions.
3. The VWS shall be administratively responsible to the EDD field office manager and may report to and be supervised by the first line supervisor (EPM1) for all other veteran program related activities. If located at work sites other than EDD field offices the VWS will report to the EDD site manager, but may continue to administratively report to the field office manager.
4. Title 38 and P.L. 107-288 assigns the VWS distinct job requirements. They are to serve as a Capacity Builder of other service providers, advocate for Veterans Employment & Training, and marketer of EDD's Veteran's Program to employers. The VWS will work one-on-one with customers to enter employment via intensive services outreach and labor exchange services.
 - As required by Title 38, P.L. 107-288 and implemented by EDD, the VWS's Monthly and Quarterly Manager's Report are the VWS's primary tools to routinely report his/her and the office's Veteran program activities to the Field Office Manager. Completed Quarterly Manager's Reports are due by close of business on the tenth working day of months following the end of a quarter.
 - The VWS is responsible for providing employment related services to veteran's and eligible persons with special emphasis on Recently Separated (within thirty-six months) Veterans (may include case management).
 - For more details concerning VWS duties see Section I, "Duties of the VWS" and the "VWS Position Statement" (DE4342).

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5. When an EDD field office (including satellite offices or one-stop locations) has more than one VWS assigned, the office manager may assign one VWS to complete the VWS portion of the Quarterly Manager's Report. It is recommended that the completion of the Quarterly Manager's Report be alternated in those offices with multiple VWS's.

B. Hiring Policy

See Personnel Management Handbook for additional information and instructions on Post and Bid Section 3-1714, Bi-Lingual Service Pay Section 3-4140, and Permanent Intermittent Appointment Section 3-2100.-To comply with federal law, every effort shall be taken to fill VWS positions using the following priority (Section 3-0117 of the PMH):

- Category I Qualified Service-Connected Disabled Veterans
- Category II Qualified Eligible Veterans
- Category III Qualified Eligible Persons

A non-veteran may temporarily be appointed to a position after all means of recruiting qualified service-connected disabled veterans and other eligible veterans and individuals have been exhausted.

Note: If a service-connected disabled veteran and an eligible veteran are both equally qualified for a VWS position, the service-connected disabled veteran would be first in the line of preference.

1. As soon as it is known that a VWS vacancy will occur, including vacancies created when the incumbent VWS is on extended sick leave or vacation for one month or more, field office managers must notify their Division Chief (or Regional Manager, if designated) by completing the DE16 Veteran Staffing Action Request Form located at SharePoint, VIP Net, Veteran's Program Staffing Action Request Form (DE 16) A DE 16 flowchart is provided to help you understand and follow the complete step-by-step process.
2. Vacant VWS positions must be filled permanently or temporarily within 30 calendar days, unless special circumstances (post and bid) dictate otherwise. Vacancies that exceed 60 days may result in the loss of position funding and/or reallocation of the position to another office. VWS budget cannot be carried forward for use during other months or quarters. If VWS budget is not utilized during the intended month, it is no longer available to the field office and is subject to recapture by DOL/VETS.
3. Field office managers may request to temporarily fill VWS positions as soon as vacancies occur or when selection of a permanent VWS is delayed. Temporarily fill will exist for a maximum of 6-months. Within the 6-month period, managers must continue to actively search for a qualified veteran, Employment Program Representative (EPR) to permanently fill the position. If there is a need to continue to temporarily fill a position for an additional 6 months, managers must complete and submit a DE 16 prior to the end of the first 6 months term. Pending a permanent

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appointment, a qualified permanent intermittent EPR who meets the eligibility categories may be used to temporarily replace VWS staff to ensure that continuity of VWS services is provided.

4. The Field office managers/site managers must immediately submit updated CalJOBS user access identification information to Job Service Division (JSD) Global Security whenever changes occur in the assignment of VWS/VESS staff.

When requesting or changing global security access codes, ensure VWS's are not given management or supervisory level access to the on-line CalJOBS Reports. These reports contain information concerning individual staff performance

- If this global security assignment is for a U.S. Department of Veteran Affairs (DVA) work-study student, a mainstream user access identification code will be assigned. A veteran program user (VESS or VWS) access code will **not** be assigned to a DVA work-study, nor will work-studies use the Global Security access code of another employee.

C. Hiring Procedure

To appoint a VWS, the following procedures must be followed:

The Field office manager is required to complete a DE 16, "Veteran's Program Staffing Action Request Form" located at SharePoint/VIP Net.

NOTE: The "Veteran's Program Staffing Action Request Form" must be completed, approved and submitted electronically prior to any personnel action within the field office. This form does not take the place of DE 2676, "Request for Position Action," nor does the approval of a DE 2676 constitute approval to hire a VWS. These are two separate processes, both of which must be completed.

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D. Position Statement - VWS (Sample)



POSITION STATEMENT

(See Personnel Management Handbook Sections 3-1181 – 3-1189 for completion instructions.)

1. DIVISION OR SECTION Job Service Branch		2. OFFICE OR GROUP Field Office Name & Number	
3. ORGANIZATIONAL SUB-GROUP Employment Development Department		4. POSITION TITLE Veterans Workforce Specialist	
5. NAME OF INCUMBENT		6. CIVIL SERVICE CLASS Employment Program Representative	
7. POSITION NUMBER 280-ARU-9194-XXX	8. DATE PREPARED	9. SUPERVISED BY (Civil Service Title) Employment Program Manager I	
10. SUPERVISES (Number by Civil Service Class) None.			
<p>11. SUMMARY STATEMENT</p> <p>Under the supervision of a Job Service Employment Program Manager, the incumbent will perform the duties of a Veterans Workforce Specialist as described in the Services to Veterans Manual and prescribed by Public Law (P.L) 107-288.</p> <p>The Veteran Workforce Specialist: 1) advocates on behalf of veterans for employment, placement and training opportunities; 2) provides case-managed services to eligible, suitable and willing veterans seeking employment and/or training; 3) develops and submits mandated reports of veteran program activities; 4) provides the full-range of labor exchange services to veterans to meet their employment and training needs; and 5) takes the lead to coordinate veteran program services in the local One-Stop Career Center.</p> <p>This position: <input type="checkbox"/> does not require the use of bilingual communication skills. <input type="checkbox"/> requires the use of bilingual communication skills.</p>			
This position statement including the activities and performance expectations has been reviewed by the undersigned.			
12. EMPLOYEE'S SIGNATURE		13. SUPERVISOR'S SIGNATURE	
14. REVIEW DATES		15. COMMENTS:	

DE 4342 Rev. 8 (2-03) State of California/Employment Development Department

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POSITION TITLE Veterans Workforce Specialist	POSITION NUMBER 280-ARU-9194-XXX
PERCENT	A = ACTIVITIES (duties and responsibilities) and B = PERFORMANCE EXPECTATIONS (State each primary activity as an "A" and follow with "B", the performance expectation.)
	<p>A. On behalf of veterans, advocates employment and training (E&T) opportunities with business, industry, and community organizations. Activities may include:</p> <ol style="list-style-type: none"> 1. Marketing veterans program services to employers, employer organizations, community-based organizations and organizations that may assist veterans in securing employment and/or overcoming barriers to employment. 2. Promoting services to veterans at job fairs. 3. Networking with local trade unions, apprenticeship programs, educational facilities, local workforce partners, and the business community to promote E&T opportunities for veterans. 4. Promoting credentialing and training opportunities for veterans with training providers and credentialing bodies. For example, the VWS may work with hospitals to encourage their provision of on-the-job training for prior hospital corpsman to assist with their getting a Licensed Vocational Nurse rating. 5. Identifying and contacting federal contract employers to encourage employment opportunities for veterans as required by PL 107-288. 6. Facilitating Transition Assistance Program workshops (If assigned as a TAP Facilitator). 7. Coordinating with the Local and Central Office Veteran Program manager and local partners to develop a Resource Directory and local marketing plan that ensures employers, job seekers, partners and EDD staff in the geographic area served by the VWS are fully informed about EDD services and partner programs for veterans. Implements the provisions of the plan. 8. Giving presentations to Veteran Service Organizations and Community based Organizations to promote the hiring of veterans. 9. Making business contacts with employers to fully explain the EDD services and partner programs for veterans. <p>A. Provides case-managed services to eligible, suitable and willing veterans seeking employment and/or training. Services may include intensive services depending on the needs of the client. Activities and responsibilities include:</p> <ol style="list-style-type: none"> 1. Assessing the client's employment and training needs. 2. Working with the client to develop the Employability Development Plan, then providing employment and training services to help the client complete the plan. 3. Recording all reportable services timely and accurately in EDD's Program Activity Support System and/or case folders as appropriate. 4. Providing vocational guidance. 5. Conducting or participating in employment and training-related workshops for veterans. 6. Making job development contacts with employers to place a specific individual with a specific employer. Recording employer contacts in ECMS. 7. Providing job referrals. 8. Referring clients to training. 9. Referring clients to supportive services. 10. Providing the full range of labor exchange services to veterans to meet their employment and training needs.

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	A. Provides all required reports, including quarterly, monthly, and Chapter 31 veteran program activity reports to EDD management. A. Takes the lead to work with local service partners in the One-Stop Career Center to build on their capacity to serve the needs of the veterans. Conducts meetings with one-stop partners to determine how and what services they provide; provides recommendations to the partners to improve services and to ensure no duplication of services. A. Performs other duties as assigned.

E. Full-Time VWS

Full-time VWS's will serve veterans and eligibles exclusively and be assigned to perform duties directly related to discharging the duties prescribed in Title 38, United States Code, Section 4104 and P.L.107-288 and other duties as described by EDD's policies and procedures (Position Statement). The EDD policies and procedures have been reviewed by DOL/VETS and are in compliance with the requirements of Title 38 and the Program Grant.

F. Half-Time VWS

It is the Veterans Program policy that an individual shall not be concurrently employed in both part-time VWS and part-time VESS capacities. The intent is to have two separate programs that provide different services.

1. A half-time VWS shall perform the same duties as a full-time VWS.
2. A half-time VWS must provide services exclusively to veterans (at least 50 percent of the work schedule).
3. When serving as Workforce Service staff, a half-time VWS must provide services to veterans as needed.
4. A half-time VWS is assigned two CalJOBS/PASS Global Security access codes.
 - One code is used when working as a VWS.
 - The second code is used when working as a Workforce Service provider.

Failure to use the appropriate codes will create inaccurate reporting of data to DOL/VETS and will adversely affect the Veteran's Program metrics by indicating that dedicated VWS staff provided services to non-veteran clients.

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5. A half-time VWS shall be administratively responsible to the field office manager for Title 38 activities and report to and be supervised by the first line supervisor (EPM1) for all other Veteran's Program activities. If located at sites other than EDD field offices the VWS will report to the EDD site manager.

G. Duties of the VWS

1. Title 38 and P.L. 107-288 assign the VWS distinct job requirements. They are to serve as a capacity builder for other service providers, advocate for Veteran's Employment & Training (E&T) and marketer of EDD's Veteran's Program to employers. The VWS will work one-on-one with veterans and other eligible's to enter employment using the Veteran's Intensive Program (VIP), and outreach and labor exchange services.
2. The reviewing of services to veterans and eligible persons is a joint VWS and management responsibility. Field office management has the responsibility to the Veterans' Program to periodically review the procedures and processes being used and to act upon the recommendations of Veteran's Program staff as required. EDD management is assigned the responsibility of reviewing the work productivity and procedures of individual staff. EDD policy has been reviewed and approved by DOL/VETS to be in agreement with the requirements of Title 38 and the Veterans' Program Grant.
3. The VWS is encouraged to express his/her concerns regarding field office compliance to EDD Policy and Title 38 requirements to the field office manager (with a copy to the first line supervisor) through written communication (e-mails, memos) and include these comments on their VWS Monthly Activities Report.
4. To ensure consistency of services and reporting throughout the State it is required of all VWSs to submit a VWS Monthly Activity Report to their Manager with a copy to their Deputy Division Chief and VPSS.
5. The VWS may not, on an ongoing basis, assume responsibilities for programs or activities that are not related to duties outlined in the Services to Veterans Manual Chapter 5, Section I, "Duties of the VWS," the VWS Position Statement (DE4342), or other duties as described in EDD's policies and procedures.
6. The VWS may not serve as a supervisor, program lead, or team leader to other staff based upon their assignment as a VWS. The VWS position is an assigned job duty within the Employment Program Representative classification.