

**POSITION STATEMENT**

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

1. DIVISION OR SECTION Workforce Services Branch (WSB)		2. OFFICE OR GROUP WSB - Field Divisions	
3. ORGANIZATIONAL SUB-GROUP		4. POSITION TITLE Employment Program Representative (EPR)	
5. NAME OF INCUMBENT		6. CIVIL SERVICE CLASS Employment Program Representative (EPR)	
7. POSITION NUMBER 280-XXX-9194-XXX	8. DATE PREPARED 01.05.2010	9. SUPERVISED BY (Civil Service Title) Employment Program Manager I or above	
10. SUPERVISES (Number by Civil Service Class) None.			
<p>11. SUMMARY STATEMENT</p> <p>California's Operation Welcome Home CALVET CORPS is a Governor's Initiative that provides proactive, comprehensive, and collaborative outreach for California's veterans to connect them with the benefits they have earned. The Employment Program Representative (EPR) will provide direct Unemployment Insurance (UI) and employment program services to veterans and ensure veterans receive information critical to their transition from the military to civilian lives and careers.</p> <p>Desirable Qualifications: Former service members capable of facilitating a smooth transition from military service to civilian life for recently discharged veterans, focusing on those serving in Operation Enduring Freedom and Operation Iraqi Freedom (OEF/OIF) veterans from the active military and National Guard and Reserves veterans. The EPR is an independent, highly motivated person with the ability to communicate, advocate, and provide excellent customer service leading to positive results for veterans. The position will require working varying hours and/or week-ends. Extensive travel is required to coordinate services and establish networks with a wide variety of stakeholders, including prospective employers; Employment Development Department (EDD) Transitional Assistance Program and One-Stop Career Center staff and partners; Veteran Service Organizations; training providers; trade unions; apprenticeship programs; special projects for veterans; and CalVet Corps team members and volunteers.</p> <p>Staff will promote veterans participating in the California Department of Veterans Affairs Reintegration Project.</p> <p>This position:    <input checked="" 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	

POSITION TITLE Employment Program Representative	POSITION NUMBER 280-XXX-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.)
65%	Assist with veterans' navigation through the Unemployment Insurance (UI) benefits claims process, including completing forms, initial claims filing, and continued claims to assure continuity of income. Advise customers and connect them to specialists when necessary. Provide fact sheets and assist with completing and faxing the DE 1101 IAD for recently separated veterans or internet claim filing through eApply4UI for veterans who have been out of the military for 18 or more months. Assist veterans with the use of Ask EDD (and EDD on-line Internet program which allows claimants to submit questions) to request information from UI Centers. Make Public Service Program (PSP) calls to UI single points of contact (SPOC), as needed using existing PSP processes. Train claimants to establish and use personal identification numbers (PIN) to access the UI automated "where's my check?" system.
15%	In addition to guiding veterans through the UI benefits claim process, the EPR assesses the employment and training needs of veterans, their personal interests, and availability of other benefits to clarify and develop a documented individual self-sufficiency plan. This includes orienting the customer to supportive services available through the California Department of Veterans' Affairs (CDVA). CDVA services include, but are not limited to, counseling; training; financial support for education, and transportation; and other services intended to assist individuals in their pursuit of employment. The EPR, in coordination with the CDVA Reintegration Project, existing veteran representatives and local staff, will assist the state's most recently discharged veterans with complete entry to California civilian life and ensure success in the Operation California Welcome Home initiative.
15%	<p>In coordination with existing Veterans' Program staff and local workforce development partners, the EPR advocates employment and training opportunities with business, industry, and community organizations. Activities include the following:</p> <ol style="list-style-type: none"> <li>1. Provide resource materials, and assist veterans with resume writing, the job application process, interview techniques, civilian workplace requirements, job search techniques, skills, job, and labor market analysis, self-appraisal, goal setting, and dealing with stress related to the job search processes.</li> <li>2. Work with EDD Veterans Program EPR staff and local service partners in the One-Stop Career Center to coordinate full range of labor exchange resources for veterans.</li> <li>3. Guide veterans through the Cal Jobs Labor Market Exchange registration process.</li> <li>4. Identify and discuss all available services with veterans.</li> <li>5. Market veterans program services to employers, employer organizations, community-based organizations, and organizations to facilitate overcoming barriers to employment of veterans and hiring of veterans.</li> <li>6. Participate, coordinate, and promote information sharing at job fairs between employers and veterans.</li> <li>7. Network with local trade unions, apprenticeship programs, educational facilities, local workforce partners, and the business community to promote employment and training opportunities for veterans, and regularly team with the Initiative's Ameri-Corps participants and volunteers.</li> <li>8. Promote credentialing and training opportunities for veterans with training providers and credentialing bodies. For example, the EPR 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 Nursing rating.</li> <li>9. Identify and contact federal contract employers to encourage employment opportunities for veterans as required by Public Law 107-288.</li> <li>10. Coordinate with other initiative participants to develop a Resource Directory including employer, job seekers', partners, and EDD staff in the geographic area served by the EPR.</li> <li>11. Give presentations to Veteran Service and Community-Based Organizations to promote the hiring of veterans.</li> <li>12. Connect customers with technological resources dedicated to veteran assistance, such as the Veterans Network of Care Website.</li> </ol> <p>Submit scheduled and other reports on request including progress and success stories and itineraries. Maintain itinerary, accounting for and detailing travel, meetings, and work hours.</p>
5%	Performs other duties as assigned.