

**State of Michigan  
Civil Service Commission**

Capitol Commons Center, P.O. Box 30002  
Lansing, MI 48909

**Position Code**

1. EMPSIVREA77R

## POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete the information as accurately as you can as the position description is used to determine the proper classification of the position.

<b>2. Employee's Name (Last, First, M.I.)</b>	<b>8. Department/Agency</b> LEO-LABOR AND ECON OPPORTUNITY
<b>3. Employee Identification Number</b>	<b>9. Bureau (Institution, Board, or Commission)</b> Employment & Training (E&T) / Workforce Development (WD)
<b>4. Civil Service Position Code Description</b> EMPLOYMNT SERVICE INTERVIEWR-E	<b>10. Division</b> Targeted Services
<b>5. Working Title (What the agency calls the position)</b> Veterans Career Advisor	<b>11. Section</b> Veterans' Employment Services (VES)
<b>6. Name and Position Code Description of Direct Supervisor</b> COLLINS, CALVITTA; EMPLOYMENT SERVICE MANAGER-3	<b>12. Unit</b>
<b>7. Name and Position Code Description of Second Level Supervisor</b> BERSCHE, CRYSTAL L; STATE ADMINISTRATIVE MANAGER-1	<b>13. Work Location (City and Address)/Hours of Work</b> Michigan Works! Agency / Monday - Friday 8:00 A.M. - 5:00 P.M.

**14. General Summary of Function/Purpose of Position**

This position serves as a Veterans' Career Advisor (VCA) in connection with the Michigan Works Agency System responsible for providing individualized career services within a case management framework to a targeted veteran population who are unlikely to obtain employment without receiving such services. Utilizing a team-based approach, the VCA is responsible for providing individualized career services to include coordinating additional services in order to get a qualified veteran "job ready," thereby increasing the employability of a veteran after receipt of such services. At the 9 and 10 levels, the employee performs, in an independent location under supervision of the Employment Services Manager 14, a wide range of employment service assignments in a developing capacity.

15. Please describe the assigned duties, percent of time spent performing each duty, and what is done to complete each duty.

List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.

**Duty 1**

**General Summary:**

**Percentage: 70**

Provide individualized career services to qualified veterans/spouses utilizing a systematic case management approach toward the removal of barriers to employment, thereby increasing the employability of a veteran after receipt of such services.

**Individual tasks related to the duty:**

- Maintain a working knowledge of the Michigan Works Agency System to include the full range of employment programs and services available to qualified veterans/spouses.
- Determine program eligibility of each referred customer.
- Conduct interviews to clarify, evaluate, and analyze experience, education, aptitudes, and abilities so as to develop a comprehensive assessment of education, skills, and abilities.
- Conduct in-depth interviews and evaluations to identify employment barriers and appropriate employment goals.
- Development of an individual service strategy that identifies employment goals, interim objectives, and appropriate services that will enable the veteran/spouses to meet his or her appropriate employment goals.
- Provide and/or facilitate short-term pre-vocational services such as individual career coaching, development of learning and communication skills, interviewing skills, personal maintenance skills, and professional conduct to prepare individuals to achieve their employment goals.

**Duty 2**

**General Summary:**

**Percentage: 10**

Report individualized career services and case management activity.

**Individual tasks related to the duty:**

- Record in the One-Stop Management Information System (OSMIS) all services delivered to program qualified veterans/spouses.
- Report services and outcomes to the Employment Services Manager as directed.
- Coordinate operational activities with Michigan Works Agency Functional Coordinator.
- Demonstrate excellent organizational skills related to recording and maintaining appropriate documentation of individualized career services and case management activity.

**Duty 3**

**General Summary:**

**Percentage: 5**

Other duties as assigned.

**Individual tasks related to the duty:**

- Other duties as assigned.

**Duty 4**

**General Summary:**

**Percentage: 10**

Conduct outreach activities for purpose of locating veterans who are unlikely to reach their employment goals without individualized career services and are likely to benefit from these services and become job ready as a result.

**Individual tasks related to the duty:**

- Create and maintain a localized veteran's outreach plan in order to reach out to organizations with direct access to veterans who may reasonably benefit from the specialized employment services offered by a Veterans' Career Advisor.

**Duty 5**

**General Summary:**

**Percentage: 5**

Maintain contact with other appropriate representatives of federal, state, and local programs for the purposes of coordinating services and referral of veterans to appropriate outside programs.

**Individual tasks related to the duty:**

- Maintain contact with appropriate community-based groups, organizations, and grantees under other state and federally funded employment and training programs that provide services to veterans.
- Utilize these contacts to identify programs to which to refer veterans whose needs exceed the scope of individualized career services.
- Coordinate with these contacts to ensure continued, complementary services are provided to referred veterans.

**16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.**

At the 9 level, the employee makes limited decisions in a developing capacity under the close guidance of an Employment Services Manager 14 or senior staff member.

At the 10 level, the employee makes limited decisions in a developing capacity under the guidance of an Employment Services Manager 14 or senior staff member and shall demonstrate the capacity to actively support Veterans' Employment Services special initiatives.

**17. Describe the types of decisions that require the supervisor's review.**

When no policy or existing practices exists and the decision could have significant impact on agency operations and image.

When dealing with political or major media inquiries and requests.

**18. What kind of physical effort is used to perform this job? What environmental conditions in this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.**

Work is performed in an independent, standard office environment and out in the community where extensive travel may be necessary

**19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-time, on-going basis.**

**Additional Subordinates**

**20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):**

- |   |  |
|---|--|
| <input type="checkbox"/> Complete and sign service ratings. | <input type="checkbox"/> Assign work.                      |
| <input type="checkbox"/> Provide formal written counseling. | <input type="checkbox"/> Approve work.                     |
| <input type="checkbox"/> Approve leave requests.            | <input type="checkbox"/> Review work.                      |
| <input type="checkbox"/> Approve time and attendance.       | <input type="checkbox"/> Provide guidance on work methods. |
| <input type="checkbox"/> Orally reprimand.                  | <input type="checkbox"/> Train employees in the work.      |

**22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?**

Yes

**23. What are the essential functions of this position?**

Providing intensive employment services within a case management framework to a targeted veteran population who are unlikely to obtain employment without receiving such services. Advising partners and other service providers on the benefits of the Jobs for Veterans State Grant program. Conducting outreach to organizations with direct access to veterans to locate program qualified veterans.

**24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.**

Minor updates to PD.

**25. What is the function of the work area and how does this position fit into that function?**

The function of this position is to provide intensive employment services to JVSG program qualified veterans/spouses.

**26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.**

**EDUCATION:**

Completion of two years of college (60 semester or 90 term credits).

**EXPERIENCE:**

**Employment Service Interviewer 9**

No specific type or amount is required.

**Employment Service Interviewer E10**

One year of experience equivalent to an Employment Service Interviewer 9.

**Alternate Education and Experience**

**Employment Service Interviewer 9**

Four years of office support experience with public contacts, in a business or industrial setting, including two years equivalent to the experienced (E7) level, may be substituted for the education requirement.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of employment service and job training methods. Good written and oral communication skills. Good professional networking skills.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

Must be a qualified service-connected disabled veteran or a qualified eligible veteran in accordance with priorities set forth in Title 38, Chapter 41 of the United States Code as amended by Public Law 107-288.

Must have on file: (1) copy of DD214; (2) proof of service connected disability from the Veterans Administration (if applicable); (3) copy of official college transcripts.

Must have a valid Michigan driver's license. Job requires considerable travel by automobile

**NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.**

***I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.***

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date

**TO BE FILLED OUT BY APPOINTING AUTHORITY**

Indicate any exceptions or additions to the statements of employee or supervisors.

N/A

***I certify that the entries on these pages are accurate and complete.***

\_\_\_\_\_  
Appointing Authority

\_\_\_\_\_  
Date

*I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.*

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date