



## Goodwill of Orange County Job Description

Approved: \_\_\_\_\_

Vice President of Human Services

8/2/17  
Date

Effective:

7/19/2017

Approved: \_\_\_\_\_

Sr. Director of Human Resources

8/3/17  
Date

### MISSION:

Goodwill is in the business of helping people who are facing barriers, to get and keep jobs which provide purpose, pride and dignity. We believe the power of work changes lives.

The Goodwill of Orange County's Tierney Center for Veteran Services is in the business of helping veterans and warriors meet their personal goals through community integration using a holistic approach. The Tierney Center serves all warriors who are currently in the military or have served our nation in the military, from any service era, wounded or not, and their family or caregiver.

The expectation of this position is to achieve organizational, team and personal goals in alignment with our Strategic Vision Priorities and through living out our organizational Values.

#### **STRATEGIC VISION PRIORITIES:**

- Increase donations and maximize their value in a cost efficient way.
- Increase the profit contribution of our businesses by improving their operational effectiveness.
- Increase our visibility in the community and raise greater awareness of Goodwill's mission.
- Increase and focus resources on services that that will help the most people with barriers get and keep jobs.

#### **VALUES:**

- Goodwill Brand
- Independence
- People Working & Learning Together
- Innovation & Growth
- Integrity
- Accountability
- Customer Satisfaction
- Environmental Responsibility

#### **PRIORITIES FOR OC GOODWILL'S TIERNEY CENTER FOR VETERAN SERVICES**

- Serve veterans by navigating them to needed resources in the community.
- Create partnerships with other service providers.
- Increase our visibility in the community and raise greater awareness of Goodwill of Orange County's Tierney Center for Veteran Services' mission.
- Increase and focus resources on services that that will help the veteran in a holistic approach to meet their goals.

JOB TITLE: VETERANS AWP OUTREACH ASSOCIATE III – TIERNEY CENTER  
(AWP Grant program currently funded 2015-2019)  
(Nonexempt)

AREA: WORKFORCE DEVELOPMENT

DEPARTMENT: VETERAN SERVICES

DIVISION: HUMAN SERVICES

PURPOSE OF POSITION:

To provide services to veterans and warriors as needed to meet their goals, communicate with clients and develop relationships, act as a case coordinator by collecting and recording information about enrolled warriors as needed, and refer clients to other resources, while recording referrals in the database as appropriate.

SUPERVISION RECEIVED:

Reports directly to the Veterans AWP Outreach Supervisor.

SUPERVISION EXERCISED:

None.

DUTIES AND RESPONSIBILITIES:

1. Seeks out, develops, and maintains working relationships with community agencies, community Colleges, service members, transitioning warriors, and their families.
2. Assists service members, transitioning warriors, and their families understand, apply for, and utilize their benefits.
3. Meets established call volume goals as agreed with the Veteran Services Manager. Outreach to as many warriors and veterans as possible.
4. Develops relationships with program participants to encourage future contact.
5. Records all information in real time, as generated, using the tools and software provided. The specific focus of outreach is on the America's Warrior Partnership (AWP) Community Integration model, Enduring Independence (EI), and other veteran community services.
6. Makes presentations as required to potential community partners including schools and Veteran Resource Centers.
7. Interfaces with community partners as needed, consistently recording contact in the database. Makes referrals as required and performs follow-up to ensure client satisfaction.

8. Assists Community Partners with implementation of the Warrior Serve Partner Portal program.
9. Maintains clear, standardized records of veterans served and results.
10. Drives on company business as required.
11. Works overtime as required.
12. Performs other job related duties as required.
13. Safeguards company property, including donated goods. Reports any incidents of theft or unauthorized possession of company property.
14. Acts safely at all times, following all safety rules and regulations.
15. Follows all company policies and procedures.
16. Promotes and demonstrates cooperation and teamwork. Assists and shares knowledge and information with other employees as needed.
17. Uses good interpersonal skills such as courtesy, sensitivity, politeness, and thoughtfulness.
18. Works with, trains, and/or acts as a good example for program participants receiving training at the Tierney Center.

MINIMUM JOB REQUIREMENTS:

1. Must be twenty-one years of age.
2. Bachelor's degree in a related field such as human services or social work preferred, or equivalent experience.
3. Prior experience in community outreach and placement services.
4. Prior military service preferred.
5. Excellent interpersonal and communications skills.
6. Effective grammar, English, and writing skills.
7. PC Proficiency in MS Office and CRM programs.
8. Ability to maintain confidentiality.
9. Ability to accept responsibility, take initiative, problem-solve and exercise good judgment.
10. Ability to be flexible and adaptable in handling interruptions and variation.

11. Valid California driver's license, liability insurance, and a DMV record acceptable to Goodwill's insurance company.

OTHER:

Ability to maintain confidentiality when dealing with program participant information.

WORK DEVICES/MATERIALS/EQUIPMENT USED:

Various office supplies and equipment including: telephone, fax machine, adding machine, computer, printer, copy machine, file cabinets, papers/forms, calendar, pens/pencils, ruler, scissors, etc.

PHYSICAL REQUIREMENTS: (See Attached)

PHYSICAL DEMANDS :

Activity	Not Req. Never	1-33%/day Occasionally	34-66%/day Frequently	67-100%/day Continuously
1. Balancing		X		
2. Bending		X		
3. Carrying		X		
4. Climbing		X		
5. Crawling		X		
6. Crouching		X		
7. Feeling		X		
8. Fingering/Fine Dexterity		X		
9. Flexing Wrist		X		
10. Grasping/Squeezing		X		
11. Handling/Gross Dexterity		X		
12. Hearing			X	
13. Kneeling		X		
14. Lifting		X		
15. Pulling		X		
16. Pushing		X		
17. Reaching – Above Shoulder		X		
18. Reaching – Shoulder & Below		X		
19. Reclining	X			
20. Sitting			X	
21. Standing		X		
22. Stooping		X		
23. Talking				X
24. Tasting/Smelling	X			
25. Throwing		X		
26. Turning Body		X		
27. Twisting Body		X		
28. Walking		X		
29. Near Vision		X		
30. Midrange Vision		X		
31. Far Vision		X		
32. Depth Perception		X		
33. Visual Accommodation		X		
34. Color Vision		X		
35. Field of Vision/Peripheral		X		

## LIFTING AND CARRYING DEMANDS:

	PHYSICAL DEMAND LEVEL	1-33% / DAY OCCASIONALLY	34-66% / DAY FREQUENTLY	67-100% / DAY CONTINUOUSLY
	SEDENTARY Class 1 (Administrative)	10 Pounds	Negligible	Negligible
X	LIGHT Class 2 (Clerical & Light Work Activity)	20 Pounds	10 Pounds and/or Walk/Stand/ Push/Pull of Arm/Leg Controls	Negligible and/or Push/Pull of Arm/Leg Controls while seated
	MEDIUM (Moderate Physical Activity)	50 Pounds	20 Pounds	10 Pounds
	HEAVY (Heavy Physical Labor)	100 Pounds	50 Pounds	20 Pounds

## ENVIRONMENTAL CONDITIONS:

	NOT REQ'D. NEVER	1-33% / DAY OCCASIONALLY	34-66% / DAY FREQUENTLY	67-100% / DAY CONTINUOUSLY
Indoors			X	
Outdoors			X	
Dust		X		
Electric Shock	X			
Explosive	X			
Exposure to Weather		X		
Extreme Cold		X		
Extreme Heat		X		
Fumes/Gases	X			
High Exposed Places	X			
Loud Noises		X		
Mist	X			
Moving Mechanical Parts	X			
Odors	X			
Poor Ventilation	X			
Radiant Energy	X			
Toxic/Caustic Chemicals	X			
Vibration	X			
Wet/Humidity	X			

NAME:

SIGNATURE:

DATE: