

**Job Title: DVOP GOVERNMENT OPERATIONS CONSULTANT II - 40041024 1**

**JOB TYPE:** FULL TIME / CS

**POSITION LOCATION:** Ocala, FL

*DVOP Government Operations Consultant II*

*OPEN COMPETITIVE*

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**Your Specific Responsibilities:**

This position serves as a **Disabled Veterans' Outreach Program (DVOP) Specialist** responsible for providing outreach and facilitate placements to meet the employment needs of eligible veterans and eligible spouses entitled to benefits, in accordance with priorities as determined by the Federal Department of Labor. Confer with supervisor to assist in identifying improvement processes and develop solutions for JVSG program.

Performs duties set forth in Title 38 of the United States Code (U.S.C.), Veterans Program Letter (VPL) 03-14 and VPL 03-14 Changes 1 & 2 through a case management process. The following duties are included in this code:

- Consults with federal, state, and local officials on matters applicable to serving eligible persons as a DVOP.
- Conducts comprehensive and specialized assessments to eligible persons and develops an individual employment plan to identify the employment goals, appropriate objectives, and services for participants that will lead to sustained careers and lasting self-sufficiency.

- Provides individualized case management to eligible veterans and eligible spouses with Significant Barriers to Employment (SBEs), including: supervising group career counseling to promulgate knowledge of veteran resources and local initiatives created to address barriers limiting employment opportunities and to promote peer support; conducting individual counseling and career planning with a goal of long term employment and self- sufficiency; providing short-term pre-vocational 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.
- Evaluates community organizations to assess and leverage assets that can be utilized to mitigate individual barriers of eligible persons within case management.
- Coordinates with the U.S. Department of Veterans Affairs (VA) Intensive Service Coordinator (ISC) to provide case management assistance to Vocational Readiness and Employment (VR&E), (Chapter 31) special disabled Veterans and other Veterans with SBEs.
- Assures compliance inside the Department of Economic Opportunity (DEO) management information system by recording accurate and complete case management activities and case notes.
- Reviews programs, services, forms, reports, analyzes data for compliance with state and federal statutes, policy and regulations and confers with management and users to identify problems and improvements.
- Mentors new DVOP specialists, VA Work Study students (internship students), and SkillBridge interns on procedures, forms, and reports according to organizational policy.
- Provides outreach to local organizations, such as, but not limited to local colleges, technical training centers, apprenticeship programs, and community based (non-profit - including faith-based) to educate the organizations serving Veterans on how to identify veterans with SBEs' and to refer veterans to the Disabled Veterans Outreach Program Specialist located at the Career Center for services.

Perform other veteran duties IAW the Jobs for Veterans State Grants as required.

CFDA – 100% – 17.801 (Disabled Veterans' Outreach Program)

**Required Knowledge, Skills, and Abilities:**

- Knowledge of applicable regulations, Veteran Program Letters, state and local guidance, and programs/opportunities for veterans and covered persons (i.e. Federal Bonding program, Federal Work Opportunity Tax Credit Eligibility, etc.).
- Knowledge of the laws governing veterans' preference in employment and workforce services.
- Knowledge of veterans' re-employment rights.
- Knowledge of entitlement and priorities of veterans for medical and surgical services in veteran hospitals.
- Working knowledge/proficiency in using Microsoft Office applications, including Word, Excel, PowerPoint.
- Knowledge of basic sales principles and skills.
- Knowledge of workforce plans and business/management principles.
- Knowledge of the principles and techniques of effective communication.
- Knowledge of the principles and techniques of effective customer service.
- Knowledge of the basic principles of counseling and case management.
- Skilled in group presentations or workshop instruction and/or facilitation.
- Ability to communicate clearly and effectively in individual and group settings, both verbally and in writing.
- Ability to provide excellent customer service.
- Ability to promote and market the Career Center.
- Ability to deal with the public in a tactful, courteous and effective manner.
- Ability to work effectively as part of a team.
- Ability to establish and maintain effective working relationships with others.

- Ability to utilize problem-solving techniques.
- Ability to conduct effective interviews.
- Ability to work independently by planning, organizing and coordinating work assignments.
- Ability to prepare reports to include recording, evaluating and analyzing data.
- Ability to understand and apply applicable rules, regulations, policies and procedures.

**Qualifications:**

**As a condition of pre-employment eligibility, a Level 2 security background screening is required, which consists of fingerprinting and a check of local, state, and national law enforcement records.**

**Minimum:**

- Appointment to this position must be made in the order of preference provided by Public Law 100-323, as follows: First to qualified service-connected disabled veterans; then, if no such disabled veteran is available, to qualified eligible veterans; and if no such eligible veteran is available, to qualified persons (as defined in 38 U.S.C.) Applicants applying via the Internet must ensure that required military documentation, DD form 214 and/or current US Department of Veterans Affairs (VA) /Defense letter reflecting character of discharge is submitted prior to closure of job announcement.
- The incumbent must possess or obtain certification as a Workforce Professional within six (6) months of employment in the position.
- Required to travel locally and must provide own transportation.
- Bachelor's degree from an accredited four-year college or university in Human Resources, Political Science, Public Administration, Business Administration, Social Work, Psychology, Sociology or related field. Two years of professional or paraprofessional experience in employment security, counseling, interviewing, administration, human resources, insurance adjusting, examining, investigating, private employment placement work, call center activity or claims processing

programs, experience may be substituted on a year for year basis for required college education.

- Duties and responsibilities of this position must be performed at the official work site of the Department.
- Travel may be required.

**Pay:**

\$55,000.00 Annually

**Our Organization and Mission:**

FloridaCommerce works across the state to support Florida's economy, robust and talented workforce, and our local communities. We are dedicated to making a stronger and more resilient Florida, so our businesses, communities, and workforce are better prepared to withstand future economic slowdowns and natural disasters.

**In collaboration with our partners, we salute our nation's veterans and are honored to have the opportunity to support them and their family members by encouraging them to apply at FloridaCommerce for positions that fit their skill sets.**

FloridaCommerce is an Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities. (TTY/TDD 1-800-955-8771 or the Florida Relay Service – 711.)

Let our mission become yours. To find out more about us, click on the link: <http://www.floridajobs.org/>

**The Work You Will Do:**

The **Disabled Veterans' Outreach Program (DVOP) Specialist** is a member of the DEO team within CareerSource Citrus-Levy-Marion. The DVOP will provide outreach and facilitate placements to meet the employment needs of eligible veterans and eligible

spouses entitled to benefits, in accordance with priorities as determined by the Federal Department of Labor.

FloridaCommerce is a fast-paced work environment in which critical thinking and prioritizing are a must.

### **How You Will Grow:**

FloridaCommerce encourages its employees to constantly innovate and seek efficiencies. Trainings are made available throughout the year and on request with the Office of Training and Development within the Bureau of Human Resource Management. In accordance with our Vision and Mission, the employee:

- Furthers Florida's economic vision by providing support that enhances the economy and develops, safe, and healthy communities.
- Meets customer/client expectations with an emphasis on responsiveness, quality, quantity, and timeliness of work.
- Provides information clearly, accurately, and succinctly; and exhibits good listening skills.
- Works collaboratively to optimize the effectiveness of FloridaCommerce's available resources and tools.
- Uses knowledge acquired through education, training, or experience to complete tasks.

These expectations are for all our employees, and you will be expected to model these as a leader. We believe in supporting and encouraging you as you take on important and often complex projects while offering you the opportunity to gain valuable experience.

**Where You Will Work:** Ocala is a growing city in north central Florida, located in Marion County, and also known as the World's Horse Capital. Here, you'll find horses, loads of outdoor fun, and the Appleton Museum of art. Among the beautiful rolling hills, parks, and freshwater streams you'll find plenty of adventures waiting to be had!

*WORKING FOR THE STATE OF FLORIDA HAS BENEFITS!*

- \* State Group Insurance coverage options+  
*(health, life, dental, vision, and other supplemental option)*
- \* Retirement plan options, including employer contributions ([www.myfrs.com](http://www.myfrs.com))
- \* Nine paid holidays and a Personal Holiday each year
- \* Annual and Sick Leave Benefits
- \* Student Loan Forgiveness Program (*Eligibility required*)
- \* Flexible Spending Accounts
- \* Tuition Fee Waivers (Accepted by major Florida colleges/universities)
- \* Ongoing comprehensive training provided
- \* Career Growth
- \* Highly skilled, professional environment

*For a more complete list of benefits, visit [www.mybenefits.myflorida.com](http://www.mybenefits.myflorida.com).*

- \* *We care about the success of our employees.*
- \* *We are always improving our technology, our tools, our customer's experiences, and ourselves.*
- \* *A rewarding experience for reliable, compassionate, and professional employees.*