

Multnomah County Aging, Disability and Veterans' Services Division
Veterans' Services Volunteer Corp Member

Position: *Veterans Services Volunteer*

Hours: *TBD*

Schedule: *TBD*

Supervisor: *Eric Ensley, Program Supervisor*

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Multnomah County
Veterans' Services

The County Veterans' Services Office, part of the Multnomah County's Aging, Disability, and Veterans' Services Division (ADVSD), works to ensure that Multnomah County veterans and their families receive all state and federal veterans' benefits available to them by providing them effective and dedicated representation free of charge.

The Veterans' Services Office can assist veterans with:

- Understanding veterans benefits programs
- Filing claims with the VA
- Appealing unfavorable VA decisions, including representation at VA hearings
- Recovering lost military records
- All other inquiries regarding veterans benefits

The Veterans Services Volunteer Corp (VetCorp) is a project within the Multnomah County Veterans' Services Office that has been designed to identify and address the barriers faced by vulnerable and underserved populations of veterans and their families within Multnomah County, in order to ultimately influence the expansion of services to all veterans statewide. The primary objective of this project is to increase effectiveness of the Veterans' Services team to outreach to underrepresented groups to increase the number of beneficiaries we serve in these groups. Specifically, we will focus on capacity building and service systems navigation to eliminate barriers to stable housing opportunities for veterans.

Each VetCorp member will focus on working with all who served in the U.S. Armed Services specifically those veterans and their surviving spouses disproportionately served such as LGBTQ veterans, veterans within communities of color and women veterans, and veterans and military families who have experienced domestic violence and military families with children in school experiencing poverty and coincident homelessness. Each volunteer will be compiling and analyzing data within their target population while working toward the same project goals.

All aspects of VetCorp membership offer volunteers the opportunity to engage directly with veterans and their families within the community while also navigating and leveraging public policy, resources, and connections in order to increase the services offered to this population at the local and state levels. It is the ideal project for volunteers interested in veteran-related work, research and data collection, outreach, and public policy and administration.

VetCorp project goals include:

- Expanding county Veterans' Services to 175 new beneficiaries identified within under-represented groups of veterans through outreach and program expansion annually.
- Training and involving 10 staff and community volunteers in program implementation annually
- Developing and/or enhancing 5 systems/ business processes annually to inform VSO progress.
- Eliminating barriers and creating a sustainable network of support for underrepresented populations of low-income veterans in obtaining long-term housing solutions
- Improving the referral process within Multnomah County, the Oregon Department of Veterans' Affairs, and the Federal Department of Veterans' Affairs in order to efficiently and holistically address the needs of low-income and underserved veterans and their families
- Expanding services and programs for low-income veterans to help alleviate the effects of poverty on LGBTQ veterans, veterans of color, women veterans, veterans and military families experiencing domestic violence, justice involved veterans, and military families with children in school
- Increasing Multnomah County's capacity to serve the largest group of veterans in Oregon and empowering individuals, communities, and partner organizations to create solutions to address these challenges
- Implement the Veterans Services Office long term Sustainability plan:

VetCorp Volunteer duties and objectives include:

- Developing programs by creating a policy and procedures manual, data tracking tools, and position descriptions
- Conducting community assessments to identify the unique needs of specific veteran populations and ensure project developments are relevant to target populations
- Engaging in community awareness and engagement at new and existing affiliated locations to raise awareness of available services
- Expanding and strengthening partnerships and networks to streamline the effectiveness of referrals
- Developing material that is culturally specific to each underrepresented target population
- Developing an outreach plan for each underrepresented group of beneficiaries
- Developing and improving relevant presentations, communication tools and methods of conducting outreach to target populations
- Developing and improving performance management system for anti-poverty programming
- Assisting Veterans' Services staff to use the findings to inform improvements of existing and new programs
- Developing or revising a database of beneficiaries and assessing outreach effectiveness
- Recruiting volunteers who have experience with veterans or overcoming barriers to assist in implementing programs
- Compiling and analyzing qualitative and quantitative data to inform their work and building our capacity around performance measurements, evaluation and performance management
 - quantitative data on economically disadvantaged veterans in underrepresented groups
- Undertake volunteer recruitment to help build the sustainability of their work after their year of service
 - volunteers who have experience with veterans or overcoming barriers as well as necessary skills to implement high level programming
- Establishing a program plan and implementing strategies for continuation after their year of service is complete
- Intentionally involving community members that benefit from our services in rating the effectiveness of our project

- Taking part in consistent reporting, staff updates and data analysis
- Submitting a monthly report to the supervisor sharing qualitative outcomes for the past month and an update on the status of their position description objectives, which will be compared to the project performance measures on a monthly basis, making adjustments as needed
- Collaborating with Multnomah County ADVSD partners, such as the Foster Grandparent Program, to increase the ability of both partners to develop and implement service models

Position requirements:

- Clear communication
- Ability to write effectively and concisely
- Genuine desire to alleviate poverty
- Previous engagement with volunteerism
- Related or transferable work experience

Accommodations, training, and project management:

- Multnomah County works with individuals with disabilities, provides a welcoming and universal work environment to all, and accommodates to the specific needs of employees with disabilities to provide the greatest opportunities for success
- Service-related transportation will be provided and/or compensated
- VetCorp Volunteers will receive on-site orientation and training before and throughout their placements
- Skill-building training will be provided on topics such as conflict resolution, program development, community entry, public speaking, equity, empowerment, trauma informed care, and data analysis
- Information will be provided on reporting procedures, expectations, and team building
- VetCorp Volunteers will be given training on how to track and submit data to avoid duplication or exclusions
- Direct supervision will be provided by the Veterans’ Services supervisor, who will be easily accessible on site
- Additional supervision and support will be provided by the Veterans’ Resource and Referral Specialist
- Supervisor will be maintaining reporting and other management and administrative responsibilities for the project
- Monthly one-on-one meetings will be held with the supervisor to discuss the interpersonal and professional aspects of their service
- Supervisor will be easily accessible on-site for as-needed support and feedback

I _____ have received a copy of this position description and understand the scope of my work Veterans Volunteer Corp Member experience with the Veterans’ Service Officers of Multnomah County:

Work Study _____
date

Multnomah County ADVSD Supervisor _____
date