



Job Posting: WTCGVOS Director of Veteran Services

Full-Time (40 hours/week)

Primary Location: San Angelo, TX

Travel Requirement: Regular day travel with less than 5% overnight travel

Hours: 08:00 to 17:00, with some variability as necessary to conduct supervision of staff, collaboration with partners, and outreach to veterans within the service area.

Salary: Commensurate with education, experience, and licensure

Reports to the Clinical Director of WTCG

Objectives of the Veteran Outreach Services program: Our mission is to reduce barriers and ensure veterans, service members, and their families reach their full potential in mind, body, and spirit, using evidence-based counseling, educational, and case management services. Provide outreach to veterans and their immediate family members within the WTCG service area and linkage to services offered by the Veteran Services Collaboration.

Position Overview: This full-time position supervises the WTCGVOS program specialist, outreach coordinator, MVPN peer services specialist, VISTA, students, interns, and any other WTCGVOS staff; and serves as the primary point of contact for issues related to program management and execution for both the Clinical Director and any Veteran grant/funding program staff.

Qualifications:

1. Experience as a service member, veteran, and/or family member (SMVF). Preference given to combat and/or disabled veterans;
2. Graduate degree in human services with related licensure (LCSW, LPC-S, LPC, LMSW, LMFT);
3. 5+ years' experience working in the human services, with preference given to experience with military and/or veteran populations;
4. 2+ years program management experience;
5. Strong public speaking and writing skills;
6. Proven interpersonal skills and effective as a member of a team;
7. Ability to maintain relationships with client base and community stakeholders;
8. Knowledge about community resources and social services;
9. Training in suicide prevention and crisis intervention;
10. Experience in grant submission, compliance, and reporting;
11. Experience with tracking data and timely data reporting;
12. Knowledge of Veterans Affairs and other veteran service programs;
13. Proficient in use of Microsoft Office, specifically Word, Excel, PowerPoint, & Outlook;
14. Must pass comprehensive background check; and,
15. Must have driver's license and reliable transportation, and be insurable.
16. Preferred: bilingual, Veteran, full clinical licensure

Duties

1. Provide direct supervision to the WTCGVOS program specialist, outreach coordinator, MVPN peer services specialist, VISTA, students, interns, and any other WTCGVOS staff;
2. Provide guidance as necessary to clinical staff across the Veteran Services Partnership;

3. Respond to and manage crisis situations involving Veterans, military, and family members.
4. Generate and issue quarterly, monthly, and grant period participant data and financial status reports to designated funders and required;
5. Maintain an open line of communication with grant administration staff regarding any program-related concerns, to include those involving staffing, service delivery, technical assistance, data collection, and training;
6. Maintain open lines of communication with members of the Veteran Services Partnership and other community stakeholders as necessary;
7. Developing and training the Veteran Services Partnership to use an accurate system to track participants served;
8. Engage in recruitment for and regularly attend meetings of the Veteran Advisory Council;
9. Organize and/or conduct trainings for administrative and clinical staff that address evidence-based practices and military cultural competence necessary to provide effective, transformative services to the veteran population and their natural supports;
10. Develop and revise as necessary policies and procedures, forms, and other written products related to operations of the Veteran Services Program;
11. Ensures the provision of community education, marketing, and outreach related to Veteran Outreach Services across the service area;
12. Identifies Veteran related needs and gaps within the community and ensures these needs are addressed;
13. Identifies and coordinates necessary Veteran pertinent training for WTCG staff and other members of the Veteran Services Partnership;
14. Ensures sustainability of the Veteran Services Program, to include fundraising, crafting of grant proposals, and other development activities;
15. Serve as the primary liaison to, engage in recruitment for, and regularly attend meetings of the Veteran Advisory Council; and
16. Ensure outcome measures and satisfaction surveys are collected and analyzed.

www.wtcg.us/vetdirector