



## **Business Service Representative (BSR) – Homeless Veteran Reintegration Program**

### **Position Summary:**

Under the supervision of the Director of Workforce, Training and Business Development, the Business Service Representative (BSR) develops and provides a range of employment related services primarily to veterans with the goals of job placement, job retention, housing security and increased household income for increased self-sufficiency.

### **Essential Functions and Responsibilities:**

- Establish and maintain relationships with homeless services providers and local, state and federal services providing housing services for veterans.
- Provide linkage and referrals to veterans for supportive services, including but not limited to, housing, medical, clinical and monetary benefits.
- Establish and maintain relationships with employers creating a concurrent job order to distribute to potential candidates.
- Establish and maintain relationships with American Job Centers offering WIOA services to refer veterans for employment and educational services.
- Utilize a wide variety of methods to generate candidates, including internal and external networking and referral programs.
- Work with partners to target veteran client's needs in order to increase employment and housing security outcomes, including: consistent employment for those who are sporadically employed and employment skills for those with little or no work history, as well as, permanent housing for those chronically homeless and prevention services for those facing potential homelessness.
- Develops and maintains relationships and communication with a wide range of Chicagoland businesses and employers.
- Counsel veteran clients around issues of housing security, job readiness, job and vocational training, job search and adjustments to new jobs and work-life.
- Collects, organizes and analyzes information about veteran clients through records, tests, interviews and professional sources to appraise their housing and supportive service needs, interests, abilities and personality characteristics for vocational and educational counseling, job training and job placement.
- Establishes and maintains potential employer contacts to ensure placement opportunities for veteran clients who have successfully completed training or are at the appropriate skill level.
- Solicits job openings and establishes job interviews with veteran clients; supports veteran clients during the interview process and job orientation and performs follow-up as necessary.
- Advises and consults with Of Color, Inc. team for integration of housing and employment activities with other program services.
- Keeps organized and accurate records on housing and supportive service linkage and referral outcomes, job training, placement and retention for all clients who participated in employment related services.

- Maintains current knowledge through participation in training sessions, seminars, conferences, etc. pertaining to workforce development, housing and veteran services.
- Refer clients/participants to services such as financial literacy, language instruction, transportation assistance vocational training, and childcare and other supportive services.
- Coordinate hiring event and jobs fairs for clients that will result in job placements.
- Conduct trainings and information sessions on topics such as how to deal with workplace conflict and trauma; how to overcome workplace stress, time management, how to deal with difficult bosses, how to respond to employer criticism, how to ask for a raise, how to look for a new job while holding a current one, how to handle external pressures that hamper performance, etc.
- Conduct trainings and information sessions on topics pertaining to housing security such as how to budget for home and personal expenses, being a good neighbor, landlord relations, searching for housing, how to apply for utility budget billing, etc.
- Engage clients in career planning, addressing issues of career advancement, career change and exploring education steps necessary to obtain jobs within career ladders.
- Monitor and report the employment status and salary of all clients on a monthly basis highlighting 30 – 90 day milestones.
- Monitor and report the housing status for all veterans on a specific caseload.
- Performs other related tasks as required or assigned.

#### **Professionalism and Work Conduct**

- Behaves with integrity, demonstrates high ethical standards, and displays a positive image for If Color, Inc.
- Acts in a professional manner at all times and maintains appropriate boundaries with clients.
- Demonstrates accountability for results and keeps commitments to others.
- Reports to work, meetings, training, and job related activities prepared and as scheduled.
- Demonstrates openness and respect for cultural and socioeconomic characteristics of clients and coworkers.
- Accepts feedback and ideas from team and supervisor and is constructive when giving feedback and ideas to others.
- Discusses alternative problem solving and is open to new ideas and ways of doing things.
- Performs other related tasks as assigned or required.

#### **Education/Job Experience/Certification:**

- Bachelor's Degree in Social Work, Human Services, Education or Business or Master's Degree in similar concentrations and/or
- Minimum of two years' experience working in human services, education, job training, vocational services or sales

#### **Special Knowledge and Qualifications:**

- Excellent written and verbal communication skills.
- Ability to work independently and as part of a team.
- Is open and respectful of cultural and socioeconomic characteristics of clients and is willing and competent to work with a diverse client population.
- Experience working with veterans and/or individuals with housing insecurity, preferred.
- Experience or ability to use computers for data entry, communication and report writing.
- Must possess vehicle and current, valid driver's license and insurance.

#### **COMPENSATION**

- Commensurate with experience
- Excellent benefits including health/dental insurance, sick/vacation time

Position Status: Exempt

Salary Grade: Created: July 8, 2020

Work Environment: This position requires direct contact with clients in the community and with employers/business partners throughout Chicago land and its surrounding suburban communities.