



**Discharge Upgrade Program Manager
FULL TIME POSITION
POSTING DATE: November 23, 2021**

Position Summary

The Veterans Consortium (TVC) seeks to hire an experienced attorney to be the Discharge Upgrade (DU) Program Manager to advance the cause of justice for veterans. Duties include leading all DU program operations, DU office management and general support for activities of The Veterans Consortium. Our ideal candidate has a passion to serve veterans, can operate with considerable autonomy, wants to help our organization grow and thrive, and is results-oriented. We offer competitive compensation and benefits, commensurate with the scope of the position and a candidate's expertise and experience. The Veterans Consortium is located at 2101 L Street, NW, Suite 840, Washington, DC, 20037.

TVC is a leading independent, nonprofit organization that has provided pro bono legal representation in federal venues and complementary professional services to veterans and their loved ones or survivors since 1992. For over two decades, TVC's pro bono attorneys and staff have helped more than 65,500 individuals, won nearly 6,000 cases for deserving clients, and trained more than 5,800 pro bono attorneys and associated professionals for our National Volunteer Corps.

The TVC DU Program is funded by a grant from the DAV Charitable Service Trust. The program staff screen cases for discharge upgrade consideration and represent service members who have received an Other Than Honorable (OTH) discharge due to conduct related to Post-Traumatic Stress Disorder (PTSD), Traumatic Brain Injury (TBI), Military Sexual Trauma (MST) and/or other mental health issues. Since the DU program was established in 2017, sixty-four TVC clients have had their OTH discharges upgraded, allowing them to access benefits and care.

Essential Job Functions:

- Directs all program operations of the TVC Discharge Upgrade Program
- Supervises three direct reports: a DU Staff Attorney, a DU Program Coordinator and a DU Client Intake Specialist
- In concert with the Senior Director of Volunteer Outreach and Education, recruits, trains, and manages attorneys, legal assistants, paralegals, volunteers, senior fellows, and interns/externs in DU practices
- Attends and speaks at conferences and events representing TVC and the DU program
- Creates and updates DU trainings as needed
- Completes intakes, makes initial determinations, and requests records
- Places cases with and mentor pro bono attorneys

- Direct representation of clients such as, at personal appearance hearings, writing briefs, submitting applications, writing rebuttal briefs, etc.
- Reviews case files, to include military personnel records, military medical records, and post-service mental health for merit, and interprets medical records as they apply to cases
- Creates case packages for pro bono attorneys
- In concert with the Director of Communications and Development, creates marketing campaigns, materials, and resources for discharge upgrade assistance
- Maintains appropriate case tracking systems and regularly updates client interactions
- Tracks and records DU program success metrics
- Oversees DU events, including one-day clinics, to provide on-site assistance with discharge upgrades
- Drafts pertinent legal documents, (i.e., record requests, letters to clients, engagement agreements, power of attorneys, and other relevant documents)
- Acts as lead attorney during record gathering stage
- Acts as lead counsel or co-counsel for all DU pro bono matters
- Correspond with the Discharge Upgrade Boards
- Maintain familiarity with DOD memos, settlements, and other guidance relating to discharge upgrades

Job Specifications

Education and Qualifications

- Licensed attorney with 3-5 years of experience in veterans law, including military discharge upgrade matters.
- Knowledge of the military and/or veteran communities.
- Experience with office processes, practices, and management either in civilian or military organizations.

Knowledge, Skills, and Abilities

- Ability to lead a lead legal team.
- Exceptional customer service skills.
- Ability to think critically and offer proactive recommendations, information, and solutions.
- Excellent written and verbal interpersonal skills that ensure effective communication with a diverse range of internal and external customers.
- Proficient in Microsoft Word, Excel, PowerPoint, Outlook, Adobe, and able to use or be trained in the use of office database program management systems.
- Demonstrate skills and track record for high performance and sustained productivity to achieve desired results.
- Exceedingly well organized, professional, and flexible.
- Self-starter who takes initiative and approaches situations with creativity.

Requirements of Job

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to remain in a stationary position for extended periods of time, and frequently communicate. The employee must be able to exchange information with others. This position requires occasional movement inside the office to access file cabinets, office machinery, etc. This position frequently operates a computer and other office machinery such as a copy machine, and computer printer. This position requires the incumbent to be able to occasionally reach for, lift and move office equipment, documentation, and supplies. Specific vision abilities required by this job include close vision.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee will normally work in a temperature-controlled office environment, with frequent exposure to electronic office equipment. The employee can expect to work remotely at times, utilizing a Consortium provided laptop. During visits to areas of operations, the employee may be exposed to extreme cold or hot weather conditions. The employee must be able to travel up to 10% of time using public and/or personal transportation. The employee will be required to be physically present in the office at least 1 day during the work week, with the option to telework on the remaining days at the Executive Director's discretion.

Employment At-Will Disclaimer

The statements herein are intended to describe the general nature and level of work being performed by the employee and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Employment in this position is at-will and subject to termination by the employer or the employee at any time and for any reason, with or without notice. The statements in this job description do not establish a contract for employment and are subject to change at the discretion of the employer.

Salary

- Commensurate with experience \$75,000 to \$80,000. This position is exempt.

Benefits

- Health & Dental Insurance
- Free Vision Insurance
- Free on-site fitness center
- Short-term and long-term disability
- 12 paid holidays
- Retirement Savings Plan 403(b), including organization contributions
- Life Insurance

- Pre-tax commuter benefits
- Great location, blocks away from all metro lines (Farragut West, Foggy Bottom, Dupont Circle)

Interested candidates, please send your cover letter and resume to Courtney.Smith@vetsprobono.org

The Veterans Consortium is an Equal Opportunity Employer

It is the policy of The Veterans Consortium that no employee or applicant for employment or services will be discriminated against because of race, color, religion, national origin, age, sex, disability, sexual orientation, political affiliation, family responsibilities or family status, veteran's status, or any other basis prohibited by law, including the DC Human Rights Act and Language Access Act.