



**Deputy Director, CAVC Volunteer Outreach, Education & Case Placement**  
**FULL TIME/EXEMPT POSITION**  
**POSTING DATE: December 19, 2022**

The Veterans Consortium (TVC) seeks to hire a Deputy Director of Volunteer Outreach & Education to advance the cause of justice for veterans and their families, caregivers, and survivors. Duties include assisting the Senior Director of the CAVC Practice with case placement as well as volunteer recruitment, training, and support to volunteers within the federal Pro Bono Program, ensuring quality representation of veterans and their qualifying family members, caregivers, and survivors, before the U.S. Court of Appeals for Veterans Claims, and as appropriate before the U.S. Court of Appeals for the Federal Circuit and the U.S. Supreme Court. The position will be hybrid. Our ideal candidate has a passion to serve veterans, can operate with considerable autonomy, wants to help our organization grow and thrive, and is production oriented. Join our team! 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 three decades, TVC's pro bono attorneys and staff have helped more than 70,000 individuals, won nearly 6,000 cases for deserving clients, and trained more than 6,000 pro bono attorneys and associated professionals for our National Volunteer Corps.

**Essential Job Functions:**

- Supervises, on a direct and daily basis, all Volunteer Outreach & Education personnel and assists with individual performance evaluations, training, goal setting, and goal tracking. Assist the Senior Director of the CAVC Practice in determining staffing needs and position requirements.
- Identifies, recruits, trains, and helps sustain a National Volunteer Corps of Pro Bono attorneys and related pro bono professionals. Leads and coordinates volunteer training, including national, regional, and local training events. Creates and provides substantive legal and skills-based trainings and ensures quality of training provided by other instructors. Maintains familiarity with jurisprudence of the CAVC and higher appellate courts and common legal and factual errors found in decisions of the Board of Veterans' Appeals.
- Manages the placement of cases accepted into the Pro Bono Program, contacts volunteers and effectively communicates with them regarding the placement process and related information. Assigns mentors to volunteers. Continues to communicate with volunteers to advise and assist throughout the course of the appeal.
- Assists the Senior Director of the CAVC Practice in establishing and ensuring productivity and quality standards for the Practice Group. Assists with systems assessment and improvements for the Volunteer Outreach & Education Component. Assist with tracking Program metrics for use in system analysis, system improvements and innovation for the Volunteer Outreach & Education Component. Prepare various reports regarding the daily operations of the Component and contribute to organizational reports.
- Participates in Pro Bono Program trainings and assists the Senior Director of the CAVC Practice with preparation for Executive Board meetings as needed. Assist in arranging staff development training for Volunteer Outreach & Education personnel.

- Reviews decisions of the Board of Veterans Appeals (BVA), the veteran's claim file and other associated materials, as necessary, to write screening memoranda and appropriate documents recommending placement with volunteer attorneys or deny request for services, based on a thorough and informed assessment of the case. Provides direct representation to qualified appellants as feasible.
- Other duties as assigned (e.g., program manager, project manager, subject matter expert).

## **Job Specifications:**

### Education and Qualifications

- JD required. Licensed attorney (state and CAVC) with substantive knowledge and practical experience in veterans law (5 to 7 years)
- Experience leading and managing staff members
- Knowledge of business and management principles and practices including strategic planning and metrics tracking and reporting
- Military experience as a service member or spouse is an advantage

### Knowledge, Skills, and Abilities

- Knowledge of veterans law and practice before the US Court of Appeals for Veterans Claims and the Department of Veterans Affairs
- Independent decision making
- Keen attention to detail
- Highly effective written and verbal communication and customer service skills
- Collaborative, with experience in team facilitation and leadership
- Delegation and coaching skills experience
- Proficient in Microsoft Word, Excel and Access and PowerPoint
- Demonstrated skills and track record for high performance and sustained productivity to achieve desired results
- Innovative
- Flexible
- Sense of humor

### 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, fax, shredder 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 2 days during the work week, with the option to telework on the remaining days at the supervisor'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 Range

- Commensurate with experience: \$100,000 to \$110,000. This position is exempt.

#### Benefits

TVC has developed a comprehensive benefits package that invests in our staff to promote a solid work-life balance.

- Medical, dental and vision insurance with generous employer contribution
- Life, Short-term and long-term disability insurance, TVC-paid
- Generous paid vacation (PTO), federal holidays off and office-wide closure
- Annual cost of living salary adjustment and separate annual merit increase consideration
- "Summer Fridays" with half day Fridays and four-day holiday weekends from Memorial Day to Labor Day
- Retirement 403b Savings Plan including TVC match up to 3%
- Pre-tax commuter benefits
- Hybrid work environment that allows for working from home but establishes regular in-person office opportunities several days a week
- Free access to excellent on-site fitness center; rooftop penthouse and deck
- Great location and office environment- blocks away from all metro lines (Farragut West, Foggy Bottom, Dupont Circle (Red, Blue, Orange, Yellow, Silver Lines), numerous restaurants, day care facilities and parking garages

**Interested candidates please send your cover letter, resume, writing sample of no more than ten pages, and the contact information for two references to [Courtney.Smith@vetsprobono.org](mailto: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.