

Operation Warfighter (OWF) Frequently Asked Questions



What is the OWF Program?

It is a DOD sponsored non-paid internship which provides recovering Service members who are still on active duty with the temporary opportunity for meaningful activity while they wait to return to active duty or transition to the civilian community.

Must the organization have a vacant Full Time Equivalent (FTE) to participate in the program?

No FTE is required. The Service member is paid by the military and is detailed to the organization.

Who are the players in DLA's OWF program and what are their roles?

J1 OWF Program Manager – responsible for overseeing the Agency OWF program and providing guidance and information on the administration of the program

Organization OWF Program Managers – responsible for marketing the program and facilitating the placement of interns within their organization

OWF On-site Advisors – serve as the intern's "supervisor"

OWF Interns – recovering Service members who have been both medically and command cleared to participate in the program

OWF Regional Coordinators – non-DLA civilian representatives who work with the military services, Federal agencies, and private sector companies in their regional military installations and communities to identify internship opportunities available to recovering Service members

Warrior Transition Unit (WTU) Coordinators – personnel at major U. S. Army military treatment facilities who provide personal support to wounded Soldiers who require at least six months of rehabilitative care and complex medical management

Does an internship guarantee employment?

No, participation in the program does not guarantee employment with DLA. Of course the goal is to place the OWF IF he transitions from the military AND a position is available for which he qualifies.

What is the process for requesting an intern?

The manager should contact the Organization OWF Program Manager to submit an Intern Request Form which details the responsibilities, requirements and *desired* qualifications. The form is forwarded to the OWF Regional Coordinator who will review the request and match it to cleared OWF participants

May the intern work nights, holidays or overtime hours?

No, the intern's work schedule will be determined prior to coming onboard. Interns are not authorized to work nights, holidays or overtime hours.

Must the OWF meet the OPM qualification requirements for the duties listed on the Intern Request Form?

No, there is no requirement for the OWF to meet OPM qualification requirements. The internship is essentially a detail with the intent of allowing the OWF to gain valuable experience while recuperating. However, if the organization wants to place the OWF in a position *after* he transitions from the military, OPM qualification requirements **MUST** be met.

Does submitting a request guarantee placement of an intern?

No. There are several reasons for this:

- The demand for OWF interns has increased as agencies suffer budget shortfalls but the supply of Service members has stayed the same or slightly decreased.
- The majority of OWFs is looking for non-administrative type positions.
- Once the Service member is medically cleared to participate in the program, the Service may decide to have him perform light duty work within the unit rather than interning.
- The Services are allowing Service members to recover close to home whenever possible which decreases the number of participants available in the National Capital Region and other areas.
- Some Service members elect to intern at agencies where there is a guarantee of permanent placement.

Is the HR Specialist involved in bringing an OWF onboard?

The OWF is not assigned to DLA so no paperwork is processed. The DLA Human Resources Services office is involved only if a background investigation is required.

What should the on-site advisor or organization OWF Program Manager do if an OWF does not show up for a scheduled interview?

Contact the Warrior Transition Unit (WTU) or OWF Regional Coordinator, depending upon which office forwarded the resume, immediately.

What should the on-site advisor do if the intern is not reporting to work as scheduled?

First, he should address the issue with the intern. If the problem persists, he should then contact the DLA Human Resources Human Capital Program Development J12 office and the WTU or OWF Regional Coordinator, whichever one signed the placement form.

Can an internship be terminated?

Yes, the internship can be terminated at anytime by either the organization or the intern. However the onsite advisor cannot terminate the internship without written justification and prior discussion with the intern concerning his/her performance or other issues

What should the intern do if he or she is unable to report to work as scheduled?

The intern should notify the on-site advisor as soon as possible.

What are the intern's responsibilities?

The interns are responsible for:

- Performing the duties listed in Part D of the Operation Warfighter Placement Form
- Observing all workplace rules, including those relating to conduct, safety, honesty, integrity, discrimination, and confidentiality of records
- Discussing their career and/or educational goals and what they hope to gain from the internship with their on-site advisor
- Treating the internship as if it were an actual job.

If the intern has issues or problems with the assignment, what should he or she do?

The intern should immediately discuss the issue with the onsite advisor. If it is not resolved, he may then contact the J12 OWF Program Manager and/or his WTU Coordinator..

What should the on-site advisor do before the intern comes onboard?

The onsite advisor should:

- Work with his or her organization OWF Program Manager to initiate the background investigation if necessary.
- Coordinate with the appropriate offices to install phone and computer equipment as necessary.
- Request workplace accommodations if necessary.

What should the on-site advisor do after the intern comes onboard?

The onsite advisor should:

- Work with the intern to develop the Intern Development Plan (IDP) within the required period of time.
- Clearly explain the duties, responsibilities, work assignments and all workplace rules, including those relating to conduct, safety, honesty, integrity, discrimination and confidentiality of records.
- Ensure the work schedule does not interfere with the intern's treatment and rehabilitation schedule.
- Provide guidance and mentoring.
- Conduct periodic feedback and performance reviews.
- Work with the intern to address any issues, concerns or questions related to the internship.
- Escalate issues that are not resolved after talking with the intern to the J1 OWF Program Manager who will then escalate to the OSD Regional Coordinator or VA Vocational Rehabilitation Counselor, if necessary.
- Complete required program reports, forms and evaluations.

What are the on-site advisors responsibilities when the intern leaves?

The onsite advisor should:

- Determine the appropriate level of recognition for the intern based on the OWF Recognition Guidelines.
- Notify the organization OWF Program Manager of the intern's departure.
- Complete the online Employer Exit Interview.