

VETERANS SERVICES OFFICER

DEFINITION

Under direction, to plan, organize, coordinate, administer and provide a program of Veterans' services and benefits as provided by Federal, State and local agency monies and regulations; to counsel and advise veterans and dependents on their benefits; and to do related work as required.

DISTINGUISHING CHARACTERISTICS

This is a specialized single-position classification to administer the Veterans' Service Program at the County level.

REPORTS TO

Board of Supervisors.

CLASSIFICATIONS DIRECTLY SUPERVISED

None

EXAMPLES OF DUTIES

- Plans, organizes, coordinates, administers and carries out a program of veterans services under the guidelines of federal and state agencies
- Assists veterans and their dependents with initiating, developing, and processing claims for disability compensation, pensions, insurance benefits, vocational rehabilitation, hospitalization, medical care, loan guarantee benefits, and civil service benefits
- Procures necessary information, records, and affidavits to support claims
- Assists with the preparation of appeals to denials of veterans benefits and claims
- Maintains current knowledge of changes in laws and regulations affecting veterans benefits
- Develops and maintains communication and contact with local organizations concerned with veterans programs
- Assists with the admittance and transfer of people to veterans' medical facilities
- Develops and provides the public with information concerning veterans benefits and programs related to education, disability, pensions, employment, and loans
- Assists with the development and administration of the Veterans Service budget and monitors expenditures
- Maintains records and prepares reports for Veterans Services functions
- Works with State and Federal departments regarding Social Security and Disability benefits
- Assists with obtaining housing, food, and clothing for veterans and their families.

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TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; lift and move object weighing up to 25 pounds; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

TYPICAL WORKING CONDITIONS

Work is usually performed in an office environment; continuous contact with staff and the public.

DESIRABLE QUALIFICATIONS

Knowledge of:

- Policies, operations, and functions of County Veterans Services programs.
- Federal, State and local laws, rules, and regulations governing veterans services and assistance.
Community resources and local agencies related to veterans services.
- Interviewing and counseling techniques.
- Evidence requirements for Veterans Administration hearing and appeal procedures.

Ability to:

- Plan, organize, coordinate, and deliver a program of Veterans Services for Amador County.
- Interpret, apply, and explain Federal and State laws, rules, and regulations governing veterans benefits and services.
- Make public speaking presentation before groups and organizations.
- Provide effective counseling regarding benefits and services to veterans.
- Research, analyze, and develop documentation for claims.
- Communicate effectively in writing.
- Deal tactfully and courteously with the public and other County staff.
- Effectively represent County Veterans Services with the public, and community organizations.
- Establish and maintain cooperative working relationships.

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Training and Experience: Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Two (2) years responsible work experience in a counseling or advisory position requiring extensive public contact.

Special Requirement: Applicant must have served in the United States Army, Navy, Marine Corps, Air Force, or Coast Guard, in the time of war, or in any expedition of the armed forces of the United States, and received an honorable discharge or certificate of honorable services.