

CLASS SPECIFICATION



CLASS: Veteran's Services Officer
ALLOCATION: Health and Human Services
FLSA STATUS: Exempt
UNION AFFILIATION: Non-Represented

ESTABLISHED: Prior to 1985
REVISED: August 2024

JOB SUMMARY:

Under general supervision, organize, and coordinates the day-to-day operational activities of the Yuba-Sutter Bi-County Veteran Services program within the Department of Health and Human Services, assist veterans and their dependents in obtaining the full range of services and benefits to which they are entitled. Investigate all claims, applications, or requests made pursuant to the terms of the California Military and Veterans Code; counsel veterans and act as an advocate on their behalf. Perform a variety of technical and specialized functions in support of Veteran Services; function as a proactive and positive team leader with the Department.

CLASS CHARACTERISTICS:

This Bi-county position was adopted by the Board of Supervisors and works under the direction of Health and Human Services management. Incumbents are responsible for planning, prioritizing, assigning, supervising, and evaluating the work of veterans' services staff to establish operational processes, methods, and procedures in support of Veteran Services programs. Successful performance of the work includes administrative skills at a divisional level in addition to ; the interpretation and application of laws, codes, policies and procedures and providing recommendations regarding the division budget.

EXAMPLES OF DUTIES:

Essential:

- Participate in the development and implementation of goals, objectives, policies, procedures, and work standards to effectively meet the program goals and client needs.
- Plan, organize, and supervise the operational activities in support of Veterans Services; effectively manage and monitor the allocation of designated resources; maintain a variety of records and documentation and prepare reports on program operations and activities; and ensure compliance with stated mission, goals, regulations, and guidelines.
- Monitor workload activities to maximize revenue, allocations and ensure appropriate budgeting.
- Coordinate and provide staff training; conduct performance evaluations; implement discipline procedures as required; maintain high standards necessary for the efficient and professional operation of the department.
- Act as a primary resource to clients, staff, and the public regarding professional, programmatic, administrative, and/or operational issues.
- Interpret, apply, and explain local, state, and federal laws, rules and regulations related to veterans' benefits.
- Act as an advocate for a veteran and/or their dependents by assisting in the preparation of forms and documents, obtaining and presenting evidence for claims for benefits, the presentation of claims and by representing the veteran before the Veterans' Administration and other agencies in following-up on claims or in applying for benefits that have been denied.
- Maintain accurate records and files related to veterans' services activities, comply activity reports for submission to state and federal government agencies regarding claims and office activities.
- Confer with management regarding division and departmental activities and requirements.

- Build and maintain positive working relationships with co-workers, other County employees and the public using the principles of good customer service.
- Attend meetings and address various civic, veterans' and other community service organizations regarding veteran service programs.
- Perform related duties as assigned.

Important:

- Monitor developments and legislation related to the activities of veterans' benefits, evaluate their impact upon County operations and recommend and implement policy and procedural improvements.
- Comply with all County equipment and safety policies and procedures, and California Occupational Safety and Health Administration (CalOSHA) rules and regulations.
- Use standard office equipment, including a computer, in the course of the work.
- Drive a vehicle to attend regularly scheduled meetings.

EMPLOYMENT STANDARDS:

Knowledge of:

- Principles and practices of Veteran Services programs.
- Administrative principles and practices, including goal setting, program development, implementation, and evaluation.
- Principles and practices of leadership, motivation, team building and conflict resolution.
- Principles and practices of employee supervision, including selection, work planning, organization, performance evaluation, and employee training and discipline.
- Principles and practices of budget management.
- Pertinent local, state, and federal laws, rules, and regulations.
- Community resources and organizations providing services to veterans.
- Modern office procedures and computer equipment and applications related to the work.
- Techniques for dealing with a variety of individuals from various socio-economic, ethnic, and cultural backgrounds.
- Principles and techniques of making effective oral presentations.

Skill in:

- Planning, organizing, and administering a program of provision of services to County veterans, their spouses, and dependents.
- Planning, organizing, supervising, reviewing, and evaluating the work of others.
- Training others in policies and procedures related to the work.
- Organizing your own work, managing multiple projects, and meeting critical deadlines.
- Developing and implementing goals, objectives, policies, procedures, and work standards.
- Interpreting, applying, and explaining complex federal, state, and local laws and regulations.
- Preparing clear and concise reports, correspondence, and other written materials.
- Using initiative and independent judgment within general policy guidelines.
- Maintaining and directing the maintenance of accurate records and files.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

Ability to:

- Plan, organize, and manage the administration and operations of the Veteran Services program.

- Exercise initiative, ingenuity, and sound judgment to solve problems.
- On a continuous basis, analyze budget and technical reports; interpret and evaluate staff reports; know laws, regulations, and codes; observe performance and evaluate staff; problem solve program related issues; remember various rules; and explain, interpret, and apply policy.
- Effectively interview to obtain adequate and relevant information; deal fairly and courteously with the public; and work with interruptions.
- Analyze documents for compliance with federal, state, county, and industry standards.
- Participate in program budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for resource allocations; monitor and control expenditures.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Communicate competently and effectively in writing and verbally as appropriate for the needs of the audience.
- Gain cooperation through discussion and persuasion.
- Effectively use interpersonal skills in a tactful, patient, and courteous manner.
- Maintain composure even in very difficult situations.
- Accept criticism and deal calmly and effectively with high stress situations.
- Instill individual accountability and responsibility.
- Read, understand, interpret, and apply contracts, ordinances, legislation, policies and procedures, directives, and manuals.

Physical Demands:

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential function of the job, with or without accommodation. Prospective employees must complete a pre-employment medical exam (Occupational Group IV) which will measure the ability to:

- See well enough to read fine print and view a computer screen; speak and hear well enough to understand, respond, and communicate clearly in person and on the telephone; independent body mobility sufficient to stand, sit, walk, stoop and bend to access the work environment and a standard office environment; manual dexterity and sufficient use of hands, arms and shoulders to repetitively operate a keyboard and to write; and the ability to sit or walk for prolonged periods of time.
- Mobility to drive a motor vehicle to visit work sites and attend meetings.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

Work Environment:

- Generally, a typical office environment.
- Depending on the area of assignment, work with exposure to individuals who may be hostile or place the incumbent in a potentially harmful situation.

QUALIFICATIONS:

The minimum and preferred requirements are listed below. While the following requirements outline the minimum qualifications, Human Resources reserves the right to select applicants for further consideration who demonstrate the best qualifications match for the job. Meeting the minimum qualifications does not guarantee further participation in selection procedures.

Licensing and Certification:

- Possession of, or ability to obtain and maintain a United States Department of Veterans Affairs (USDVA) accreditation through the California Department of Veterans affairs (CDVA)

pursuant to Title 38, Code of Federal Regulations (CFR), 14.629 by the end of the probationary period.

- Possess certification of service in the United States' armed forces with an honorable discharge or honorable service.
- The ability to obtain a valid California Class C driver's license within ten (10) days of employment; maintain throughout employment.

Special Requirements:

- The Veteran Services Officer must be a veteran of a branch of the United States Armed Forces, as defined in applicable sections of the State Military and Veteran's code.
- Must successfully complete an extensive and thorough background investigation which may include Live Scan fingerprinting, credit check, and/or DMV printout prior to hire.
- Attend meetings outside of normal working hours.
- Respond to emergency situations during weekends, holidays, and other off-shift hours.
- DMV printout prior to hire.
- May be required to file statements of economic interest with the Yuba County Clerk/Recorder.
- Will be required to perform disaster service activities pursuant to Government Code 3100-3109

Education and Experience:

MINIMUM: An Associate's degree from an accredited college with major course work in business, public administration, behavioral or social sciences, or a related field and four (4) years of progressively related experience in a public or non-profit agency providing counseling or advocacy, including one year of experience counseling veterans or military service members or aiding them in obtaining benefits, and at least one year of supervisory experience. *Candidates with strong analytical experience who lack the degree are encouraged to apply. Relevant experience may be substituted for the required education on a year-for-year basis.*

PREFERRED: In addition to the minimum requirements, two years of college (60 units) in a field related to the work and five (5) years of progressively related governmental experience counseling veterans or aiding them in obtaining benefits, three (3) years of which were in a supervisory or management capacity.

This class specification lists the major duties and requirements of the job. Incumbent(s) may be expected to perform job-related duties other than those contained in this document.

Dept Approval:
Date:

Signature: _____

EEOC: B
WC: 9410

Established: Prior to 1985
Revised: February 2004

Human Resources Approval:
Date:

Signature: _____