

CLASS SPECIFICATION

Yuba County

February 2004

CLASS TITLE: Veterans' Services Officer

FLSA STATUS: Exempt

JOB SUMMARY:

Plans, organizes and administers programs to assist veterans and their dependents in obtaining the full range of services and benefits to which they are entitled; investigates all claims, applications, or requests for aid made pursuant to the terms of the California Military and Veterans Code; counsels veterans and acts as an advocate on their behalf; performs related work as assigned.

CLASS CHARACTERISTICS:

This bi-county management class, appointed by the Board of Supervisors and working under the direction of the Director of Health and Human Services, is responsible for planning, organizing, supervising and evaluating the work of veterans' services staff. Successful performance of the work includes administrative skills at a departmental level in addition to divisional budget development and administration; the interpretation and application of laws, policies and procedures and the use of initiative and discretion within legal limits.

EXAMPLES OF DUTIES:

Essential:

- Develops and directs the implementation of goals, objectives, policies, procedures and work standards for the office of Veterans' Services.
- Directs the preparation and administration of the division's budget.
- Plans, organizes, administers, reviews and evaluates the activities of assigned staff; trains staff in work procedures and administers discipline as required.
- Provides information, advice and counseling to veterans, surviving spouses, their dependents and other interested parties regarding compensation, education, insurance, vocational rehabilitation, home loans, housing, tax exemptions, burial benefits and other benefits to which they may be entitled.
- Refers clients to appropriate local, state or federal agencies and/or community service agencies to obtain veterans' benefits.
- Interprets, applies and explains local, state and federal laws, rules and regulations related to veterans' benefits.
- Acts as an advocate for a veteran and/or his/her 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.
- Maintains accurate records and files related to veterans' services activities; compiles activity reports for submission to state and federal government agencies regarding claims and office activities.
- Makes home calls and visits to hospitals and convalescent homes to assist veterans and/or dependents in completing forms and filing documents.
- Attends meetings and addresses various civic, veterans' and other community service organizations regarding the services of the organization.

Important:

- Monitors developments and legislation related to the activities of veterans' benefits, evaluates their impact upon County operations and recommends and implements policy and procedural improvements.
- Uses standard office equipment, including a computer, in the course of the work; drives a personal or County motor vehicle to reach various meeting sites.

QUALIFICATIONS:

Knowledge of:

Administrative principles and practices, including goal setting and program development, implementation and evaluation.

Principles and practices of employee supervision.

Principles and practices of budget development and administration.

Benefits and services available to veterans, surviving spouses and dependents.

Applicable laws, codes and regulations.

Community organizations available to provide services to veterans.

Computer applications related to the work.

Standard office practices and procedures, including filing and the operation of standard office equipment.

Techniques for dealing with the public, in person and over the telephone.

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.

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 accurate records and files.

Establishing and maintaining effective working relationships with those contacted in the course of the work.

Physical Demands:

- Mobility to work in a typical office setting, use standard office equipment, and to drive a motor vehicle in order to attend meetings or visit veterans' living sites.
- Vision to read printed materials and a computer screen for prolonged periods of time.
- Hearing and speech to communicate in person or over the telephone.

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

Working Conditions:

- Attend meetings outside of normal working hours.

Licensing and Certification:

- Possess a valid California Class C driver's license.
- Possess certification of service in the United States' armed forces with an honorable discharge or honorable service.

Background: The minimum and preferred requirements are listed below:

MINIMUM: Equivalent to graduation from high school and five (5) years of progressively related experience performing administrative or supervisory duties including one year of experience counseling veterans or aiding them in obtaining benefits. One year of experience must be at the supervisory level.

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.