

CLASSIFICATION SPECIFICATION



CLASSIFICATION: Veterans' Services Representative
ALLOCATION: Health & Human Services
FLSA STATUS: Non-exempt
UNION AFFILIATION: YCEA

ESTABLISHED: Circa 1996
REVISED: November 2013

JOB SUMMARY:

Assist veterans and their dependents in obtaining the full range of services and benefits to which they are entitled; counsel veterans and act as an advocate on their behalf; perform related work as assigned.

This is the entry level in the veterans' services series.

CLASS CHARACTERISTICS:

This position reports directly to Veterans' Services Officer. This class is distinguished from Veteran's Services Officer in that the latter has overall management responsibility for a comprehensive regional veterans' services program.

EXAMPLES OF DUTIES:

Essential:

- Provide 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 programs and/or benefits to which they may be entitled.
- Interpret and explain information such as eligibility requirements, application details and veterans' rights.
- Conduct private interviews with veterans and their dependents and assist them in completing appropriate forms and obtaining required documentation.
- Research regulations, medical documentation and other information both within the office and from other agencies as required to provide services and benefits.
- Refer clients to appropriate local, state or federal agencies and/or community service agencies to obtain veterans' benefits.
- 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 his/her dependents by assisting in the preparation of forms and documents, obtaining and presenting evidence for claims for benefits, and by representing the veteran before the Veterans' Administration and other agencies by following-up on claims or applying for benefits that have been denied.
- Maintain accurate records and files related to veterans' services activities; compile activity reports for submission to state and federal government agencies regarding claims and office activities.
- Visit homes, hospitals, convalescent homes and other locations to assist veterans and/or dependents in completing forms and filing documents.
- Participate in outreach activities to educate and offer services to veterans; attend meetings and make presentations to various community groups.

Important:

- Comply with all County equipment and safety policies and procedures, and California Occupational Safety and Health Administration (CalOSHA) rules and regulations.
- May plan and direct the work of others on a project or day-to-day basis.
- Use standard office equipment, including a computer, in the course of the work.
- Drive a motor vehicle to reach various work locations.

EMPLOYMENT STANDARDS:

Knowledge of:

- Principles and practices for providing and evaluating customer services, including customer needs assessment, meeting quality standards for services and evaluation of customer satisfaction.
- Benefits and services available to veterans, surviving spouses and dependents.
- Techniques for interviewing and gathering information from a diverse population.

- Applicable laws, codes and regulations.
- Standard office administrative practices and procedures.
- Community organizations available to provide services to veterans.
- Computer applications related to the work.
- Recordkeeping, report preparation, filing methods and records management techniques.
- Organization and procedures of federal and state agencies governing veterans' affairs.
- Agencies, organizations and community resources related to veterans' programs.
- Basic medical terms used to describe mental and physical disabilities and the symptomatic behavior associated with such disabilities.
- Structure and content of the English language, including the meaning and spelling of words, rules of composition and grammar.
- Business mathematics and basic budgetary principles and practices.
- Techniques for dealing with people from a variety of socio-economic and cultural backgrounds.

Skill in:

- Interpreting, explaining and applying federal, state and local laws, regulations and policies.
- Researching, compiling, and summarizing a variety of informational material.
- Independently organizing work, setting priorities, meeting deadlines, and following-up on assignments.
- Interviewing and obtaining accurate information from a diverse population.
Directing and coordinating the work of assigned staff and instructing staff in work procedures.
- Preparing clear and concise reports, correspondence and other written materials, including technical rebuttals and appeals.
- Maintaining accurate records and files.
- Making accurate mathematical calculations.
- Typing with sufficient speed and accuracy to enter data into a computer, produce correspondence and complete forms.
- Using tact and discretion in establishing and maintaining effective working relationships with those contacted in the course of the work.

Ability to:

- Listen carefully to what other people are saying, take time to understand the points being made, and ask questions as appropriate for clarification.
- Use initiative and independent judgment within established procedural guidelines.
- Maintain composure, keep emotions in check, control anger, and avoid aggressive behavior, even in very difficult situations.
- Organize, plan and prioritize work, developing specific goals and plans to accomplish your work in a timely manner as established by regulations and local policy.
- Respect the right of privacy and maintain confidentiality of veterans.
- Manage customer interactions professionally, proficiently, and with good communication skills.

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.
- Drive a motor vehicle to attend meetings or visit veterans' living sites.

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

Work Environment:

- Typical office environment.

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.

Licenses and Certification:

- The ability to obtain a valid California Class C driver's license within ten (10) days of employment; maintain throughout employment.
- Obtain within one year of employment and maintain annually thereafter Veterans Affairs accreditation by a National Service Organization and/or the California Department of Veterans Affairs.

Special Requirements:

- Must successfully complete an extensive and thorough background investigation which may include Live Scan fingerprinting prior to hire.
- DMV printout prior to hire.
- May be required to attend meetings outside of normal working hours.
- Will be required to perform disaster service activities pursuant to Government Code 3100-3109.

Education and Experience:

MINIMUM: Graduation from high school, two years of office experience determining eligibility, providing services and/or counseling within a social services program and prior service in the United States' armed forces with an honorable discharge or honorable service.

PREFERRED: In addition to the minimum, an Associate's degree from an accredited college or university and two years of experience explaining and obtaining veterans' benefits and services.

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

Health & Human Services Approval: Suzanne Nobles
Date:

EEOC: F
WC: 9410

Human Resources Approval: Iva Seaberg
Date:

Signature: _____

Signature: _____