

Job Description

Job Title: Veteran Service Officer

Status: Non-Exempt, Full time
 Non-Exempt, Part time
 Non-Exempt, Temporary

GL/WC Code: AZ 5316/ 8810A
 CA 5316/ 8810
 NV 5316/ 8810N

Location: _____

Job Summary:

The Veteran Service Officer works with multiple agencies and programs to provide outreach and services to veterans. Must be comfortable working with homeless and disadvantaged veterans, male and female. Drawing on an extensive knowledge of available resources, the veteran service officer assists veterans and dependents in applying for available programs and benefits.

Job Duties:

- Plan, supervise, coordinate and administer the activities and programs of the County Veterans' Services office.
- Coordinate veterans' programs with other Federal, State, and County programs, outside agencies, and public and private organizations.
- Manage and participate in public information and outreach activities to educate and offer services to veterans; represent the program and makes presentations to various community groups.
- Assist veterans/dependents in applying for available federal benefits from the United States Department of Veterans Affairs Regional Office (VARO), by initiating or reopening claims.
- Complete initial application, or reopen exiting claims, for compensation (service-connected disabilities) or pension (non-service-connected disability).

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- Research medical conditions and obtain necessary medical records and statements from physicians to support the claim(s).
- Obtain necessary financial information and corroborating information and documents from the veteran's military buddies, family members, or other sources.
- File application for eligible veterans for education under the GI Bill, or for vocational rehabilitation.
- Contact and assist survivors of a deceased veteran in obtaining death benefits such as burial in a national cemetery, burial allowances, government grave marker, government life insurance proceeds and survivor benefits.
- Advise and assist veterans on all phases of government life insurance.
- Assist a veteran or the eligible survivor of a veteran in obtaining Veterans Administration home loan benefits.
- Ensure that all timelines are met so the veteran does not lose any potential benefits.
- Enter all claims information on computer.
- Keep in contact VA Officials and the veteran' Power of Attorney (POA) concerning the status of individual claims.
- Assist veterans/dependents in appealing denied claims to the local VA Regional Office (VARO), the local Decision Review Officer, or the Board of Veterans Appeals in Washington, D.C.
- Assist veterans in obtaining medical, financial, or other information necessary for the appeal.
- Assist veterans in preparation for personal hearings at the VARO, to include accompanying them to the hearing, if necessary.
- Ensure that all timelines are met so the veteran does not lose any potential benefits.
- Assist veterans in obtaining necessary inpatient and outpatient care from the VA Medical Centers (VAMCs) and Community Based Outreach Clinics (CBOCS).
- Do all required paperwork, and obtain all necessary records for the VAMC's or CBOC's to accept the veteran for care as an inpatient or outpatient.
- Work with the VAMCs or CBOCs to schedule necessary appointments for the veteran.
- Assist veteran in obtaining transportation the VAMCs or CBOCs.
- Work with VA professional in obtaining public health services, home health care, or placement in local nursing homes or the Nevada Veterans homes.
- Assist veterans in applying for available state benefits from the Nevada Department of Veterans Affairs (NDVA), by initiating or reopening claims.
- Complete initial application, or reopen existing claims, for the following state benefits for veterans and their dependents:
 - Subsistence program for disabled veterans or surviving dependents. Dental program for veterans and dependents.
 - Optical program for veterans and dependents.
 - War Orphans Education program for the eligible surviving dependents of certain deceased veterans.

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- Appeal denied claims when appropriate.
- Ensure that the veterans and their dependents in the county are aware of these benefits.
- Assist military retirees and their dependents or survivors in obtaining their benefits from the Department of Defense (DOD):
 - Assist in applying for or troubleshooting military retiree benefits, or other problems that arise.
 - Advises retirees in medical insurance benefits or TRICARE, and helps in filing of those claims.
 - Helps retirees or their dependents with military I.D. Card applications.
 - Assist veterans in claims and proceedings involving the military services.
 - Assist a veteran in applying for a correction of military records or an upgrade or character of separation from the service.
 - Investigate history of unit, through Department of Defense, to prove that Veteran was in a combat zone, or a specific battle, to qualify for specific benefits.
 - Assists veterans in obtaining benefits or services from other agencies.
 - Advises veterans and their dependents on services from Social Security, Small Business Administration, and other agencies.
 - Works with the County Human Services Department to maximize ALL potential benefits.
 - Assists veterans in obtaining help from local hospitals, clinics, and nursing homes.
 - Attends workshops, seminars, and conferences and confers with professionals in order to keep up to date on the latest changes in Federal and State laws and regulations.
 - Keeps current on legislative and legal actions of federal and state veterans benefits.
 - Assist members and dependents of the National Guard and Reserve Components in obtaining appropriate benefits and assistance.
 - Provide information to deployed service members and their dependents about assistance programs during deployment and benefits upon return from active duty.
 - Attend and speak at information meetings for service members and their families.
 - Work with Family Assistance Centers in obtaining help for deployed service members families.
 - Maintain an outreach booth at various local events, including the county fair, to show visibility in the community and increase public awareness.
 - Serves as the county's liaison to the veteran's service organizations in the county.
 - Appears regularly before the county veteran's organizations to brief members on current information on veteran's benefits.
 - Speaks to other community organization at their request.
 - Provides information to county media about veteran's benefits.

QUALIFICATIONS

Knowledge of:

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- Objectives, principles and procedures of veterans' programs and benefits.
- Federal, State and local laws and regulations pertaining to veterans' benefits.
- Organization and procedures of federal and state agencies governing veterans' affairs.
- Counseling and interviewing techniques.
- Needs, problems, and issues of the veteran community.
- Agencies, organizations and community resources related to veterans' programs.
- Basic medical terminology used in legislation, regulations and claims presentation.
- Basic office practices and procedures, including correspondence, recordkeeping telephone techniques, filing systems, and operation of common office equipment and computers-all compliant with HIPAA confidential regulations and requirements.
- Correct English usage, grammar, punctuation, vocabulary and spelling.

Skill In:

- Interpreting, applying and explaining complex laws, rules and regulations
- Interviewing and counseling persons seeking aid
- Compiling, analyzing and reviewing information and preparing effective claims for benefits and services
- Representing the County to individuals and groups, and making effective presentations.
- Communicating effectively with a diverse clientele, including those with physical and mental disabilities.
- Establishing and maintaining effective working relationships with clients, co-workers, other agencies and community organizations.
- Operating standard office equipment including computers.
- Working in, and with individuals from, various cultural, physical, behavioral and environmental settings.

Education and Experience:

Equivalent to completion of advanced educational training from an accredited college or university in social or behavioral sciences; AND two years of increasingly responsible experience administering or providing veterans' services in a public or private agency. Possession of a valid driver's license within 30 days of hire. Veterans' Administration certification as a service organization representative. Must be a veteran who has served in time of war, or in any campaign of the United States Armed Forces, and who has received an Honorable Discharge or Certificate of Honorable Discharge.

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