

**DIVISION DIRECTOR VETERANS SERVICES OFFICER****DEFINITION**

Under General direction of the Public Health Director, to have responsibility for the administration and supervision of the Veterans Services Division; to plan, organize, coordinate, 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; to perform special assignments as directed; to provide administrative support for the Board of Supervisors and the County Administrative Officer; and to do related work as required.

**DISTINGUISHING CHARACTERISTICS**

This is the first line supervisory level class for overseeing and administers the functions and activities of the Veterans Services Division, a division of the County Health Department. Responsibilities include the development and implementation of a comprehensive program to provide awareness to Veterans and their dependents of all entitlements, law changes and significant events that may impact their eligibility for benefits. Assist the 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.

**REPORTS TO**

Director of Public Health

**CLASSIFICATIONS DIRECTLY SUPERVISED**

Veterans Service Representative I and II,

## **DIVISION DIRECTOR VETERANS SERVICES OFFICER- 2**

### **EXAMPLES OF DUTIES**

- Plans, organizes, directs, coordinates, and administers a program of Veterans' services under the guidelines of Federal and State agencies.
- Develops and recommends Division goals, objectives and policies.
- Prepares and administers the Division budgets recommended by the Director of Public Health.
- Controls fiscal expenditures and revenues.
- Supervises, evaluates, and insures proper training of Division staff in accordance with County Personnel Rules
- 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 regarding denials of Veteran's benefits and claims to the Department of Veterans Affairs, Board of Veterans Appeals, and the Federal Court of Veterans Appeals.
- 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.
- Maintains records and prepares reports for Veterans Services functions; performs a variety of record maintenance and specialized office support assignments related to the Veterans Services Program.
- Works with State and Federal departments regarding Social Security and Disability benefits.
- Assists with obtaining housing, food, and clothing for Veterans and their families.
- Works with a variety of public officials including elected and appointed federal, state, and local officials and staffs, and private sector service providers.
- Interviews clients making appropriate referrals to federal, state, and local programs, agencies and specialized services.
- Counsel clients in the area of benefits, service availability, budgeting, and provide medical and legal service referrals.
- Maintain confidentiality of all case information/records.
- Performs crisis management services/referrals.
- Develops prevocational and vocational service referrals to a variety of employment programs.
- Serves as client advocate in all referrals.
- Coordinates the schedule of volunteer drivers, to ensure transportation is provided for all Veterans in the program for schedule appointments.
- Monitoring vehicle mileage and ensuring required maintenance is obtained and that any reports of vehicle damage are forwarded to the SVSO and Transportation Coordinator at VAMC Reno in a timely manner.

## **DIVISION DIRECTOR VETERANS SERVICES OFFICER- 3**

### **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:**

- Principles, policies, procedures, techniques, operations, and functions of County Veterans Services programs.
- Federal, State and local laws, rules, and regulations governing veteran's services and assistance.
- Federal, State, and local HIPAA regulations and policies pertaining to protection of personal health care.
- Federal, State, and local assistance programs.
- Inter-relational programs of the Department of Veterans Affairs.
- Community resources and local agencies related to veterans services.
- Budget development and expenditure control.
- Interviewing and counseling techniques.
- Evidence requirements for Veterans Administration hearing and appeal procedures.
- Principles of employee management, supervision, training, and development.
- Medical terminology interpretation.
- Current issues in the field of veterans affairs.
- Problem solving methodologies.
- Scope and availability of community resources and services and local agencies related to Veteran's services consistent with demographics.
- Current office methods, filing systems, and procedures.
- Computer applications related to general office processes as well as to Veteran services claims processing.
- Research methods and sources.
- Supervisory techniques and County personnel policies, procedures, and M.O.U.'s.
- County budget processes.

## DIVISION DIRECTOR VETERANS SERVICES OFFICER- 4

### **Ability to:**

- Plan, organize, coordinate, and deliver a program of Veterans Services for Plumas County.
- Manage Non-Emergency Medical Transportation Program for County veterans.
- Interpret, apply, and explain Federal and State laws, rules, and regulations governing veteran's benefits and services.
- Make public speaking presentations before groups and organizations.
- Provide effective counseling regarding benefits and services to Veterans.
- Research, analyze, organize, and develop documentation for claims utilizing a variety of data and information.
- Communicate effectively orally and in writing.
- Deal tactfully and courteously with the public and other County staff.
- Prepare communications for local radio and newspapers keeping Veterans informed of changes in benefits.
- Effectively represent County Veterans Services with the public, and community organizations.
- Establish and maintain cooperative working relationships.
- Effectively interview, interpret and record information.
- Effectively analyze situations and information to determine best course of action.
- Read, understand for application, interpret, and explain medical charts, records, tests, medications, and procedures.
- Simultaneously manage numerous cases of varying complexity.
- Perform a variety of difficult and complex office and administrative support assignments.
- Prepare clear, relevant and accurate reports.
- Understand and assist in the preparation and monitoring of budgets.
- Supervise, direct and provide training for other office staff.

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## **DIVISION DIRECTOR VETERANS SERVICES OFFICER- 5**

### **Training and Experience:**

Five (5) years of responsible work experience in a counseling or advisory position requiring extensive public contact. Direct experience in a Veteran's service program is desirable.

**OR**

Bachelor of Arts Degree in Public Administration or Social Sciences and 2 (two) years work experience performing duties similar to a Veterans Service Representative II with Plumas County or other counties with similar classification structure.

**OR**

Associate of Arts Degree in Public Administration or Social Sciences and 4 (four) years progressively more responsible work experience performing duties similar to a Veterans Service Representative II with Plumas County or other counties with similar classification structure.

### **Special Requirements:**

Applicant must have served in the United States Army, Navy, Marine Corps, Air Force, or Coast Guard and received an honorable discharge or certificate of honorable services.

Accreditation by United States Department of Veterans Affairs and the State of California must be received within one year of appointment.

Must possess a valid driver's license at time of application and obtain a valid California Driver's License by the time of appointment. The valid California Driver's License must be maintained throughout employment.

All County of Plumas employees are designated Disaster Service Workers through State law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.