

VETERANS SERVICE REPRESENTATIVE I

DEFINITION

Under general supervision, to assist with administering and providing a program of Veterans' services and benefits as provided by Federal, State and local agency monies and regulations; to learn and assist with counseling and advising veterans and dependents on their benefits; to perform office support work; and to do related work as required.

DISTINGUISHING CHARACTERISTICS

This is the entry level and first working level in the Veterans Service Representative class series. Incumbents provide a variety of assistance with the administration of the Plumas County Veterans' Service Program. They learn and assist with claims processing, counseling, and office support work. Veterans Service Representative I is distinguished from Veterans Service Representative II by the performance of a narrower range of responsibilities under closer supervision.

REPORTS TO

Veterans Service Representative II/Veterans Service Officer

CLASSIFICATIONS DIRECTLY SUPERVISED

None.

VETERANS SERVICE REPRESENTATIVE I - 2

EXAMPLES OF DUTIES

- Works with a variety of public officials to include elected and appointed federal, state, and local officials and staff, and private sector and government public service providers.
- Interviews and counsels clients making appropriate referrals to federal, state, and local programs, agencies and specialized services.
- Researches, develops, and files claims for disability compensation, pensions, insurance benefits, vocational rehabilitation, hospitalization, medical care, loan guarantee benefits, and Social Security benefits.
- Procures necessary information and records to support claims.
- Assists with administering a program of veterans' services under the guidelines of federal and state agencies.
- Maintains updated knowledge of changes in laws and regulations affecting veterans' benefits.
- Provides personal assistance for clients in securing and maintaining housing, food, medical care, and clothing.
- Provides assistance in securing and maintaining income and health benefits.
- Performs crisis referrals.
- Develops and maintains communication and contact with community services and other agencies concerned with veterans and public service programs.
- Serves as client advocate in all referrals and liaisons.
- Assists with distribution of information concerning veterans' benefits and programs related to education, disability, pensions, employment, and loans.
- Assists with the admittance and transfer of veterans to VA medical facilities.
- Assists with coordination of the schedule of volunteer van drivers to ensure transportation is provided for all veterans in the program for scheduled appointments.
- Maintains records for Veterans Service Office functions.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; lift and move objects weighing up to 25 pounds; corrected hearing and vision to normal range; verbal communication.

TYPICAL WORKING CONDITIONS

Work is usually performed in an office environment; some work is performed outside the office setting; continuous contact with staff and the public.

VETERANS SERVICE REPRESENTATIVE I - 3

KNOWLEDGE OF

- Basic veterans' entitlement programs offered at the Federal, State and local levels.
- Current issues in the field of veterans entitlements.
- Federal State, and local HIPAA regulations and policies pertaining to protection of personal health care data.
- Socio-economic conditions and trends relating to veterans issues.
- Interviewing and counseling techniques
- Modern office methods, filing systems, and procedures.
- Personal computer applications and software

ABILITY TO

- Learn, understand, interpret, apply, and explain Federal, State, and local programs, policies, procedures, laws, rules, and regulations governing veterans' benefits and services.
- Obtain facts and analyze information, drawing sound conclusions for claims processing and appeals.
- Research, analyze, organize, and develop documentation for claims.
- Prepare clear, concise and accurate forms, records, and reports.
- Provide effective counseling regarding benefits and services to veterans.
- Provide financial counseling and referrals.
- Communicate succinctly verbally and in writing.
- Performs a variety of office and administrative support assignments utilizing a variety of general office and computer equipment.
- Deal tactfully and courteously with the public and other County staff.
- Effectively represent County Veterans Service with the public, and community organizations.
- Establish and maintain cooperative working relationships.

VETERANS SERVICE REPRESENTATIVE I - 4

TRAINING AND EXPERIENCE

Bachelor of Arts Degree in Public Administration or Social Sciences.

OR

Associate of Arts Degree in Public Administration or Social Sciences and one (1) year work experience performing duties in a Human Services field similar to veteran's services.

OR

Three (3) years progressively more responsible office support work experience including substantial experience in a position requiring extensive public contact and thirty (30) semester college units.

OR

Four (4) years progressively more responsible office support work experience including substantial experience in a position requiring extensive public contact.

SPECIAL REQUIREMENTS:

Accreditation by United States Department of Veterans Affairs and California Department of Veterans Affairs must be achieved within one (1) year of appointment.

Employee must be a veteran of the United States Army, Navy, Marine Corps, Air Force, or Coast Guard with an honorable discharge or certificate of honorable service.

Must possess a valid drivers license at time of application and a valid California Drivers License by the time of appointment. The valid California License must be maintained throughout employment.