

## **VETERANS SERVICE REPRESENTATIVE II**

### **DEFINITION**

Under general supervision, to assist with coordinating, administering and providing 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 specialized office support work; and to do related work as required.

### **DISTINGUISHING CHARACTERISTICS**

This is a specialized class which provides advanced counseling and support services for Veterans Services clients. It differs from the Veterans Service Representative I by performing a broader range of responsibilities, while working on a more independent basis, having supervisory authority, requiring advanced experience/education and requiring formal accreditation from the State of California and the United States Department of Veterans Affairs.

### **REPORTS TO**

Veterans Service Officer

### **CLASSIFICATIONS DIRECTLY SUPERVISED**

Veterans Service Representative I, College Work-Study Students, Summer Youth Workers, and Volunteers.

### **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. Ability to use office equipment including computers, telephones, calculators, copiers, and FAX.

### **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 II - 2**

### **EXAMPLES OF DUTIES**

- 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 areas of benefits, service availability, budgeting, and provides medical and legal service referrals.
- Researches, develops, files and tracks claims for disability compensation, pensions, insurance benefits, vocational rehabilitation, hospitalization, medical care, loan guarantee benefits, civil service benefits, social assistance, and Social Security benefits.
- Procures necessary information, records, and affidavits to support claims.
- Prepares appeals to denials of Veterans benefits and claims to the Department of Veterans Affairs Board of Veterans Appeals and the federal Court of Veterans Appeals.
- Assists with coordinating and 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.
- Maintain confidentiality of all case information/records.
- Provides assistance in securing and maintaining income and health benefits.
- Performs crisis management services/referrals.
- Develops prevocational and vocational service referrals to a variety of employment programs.
- 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.
- Assists with development and 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.
- Coordinates the schedule of volunteer drivers, to ensure transportation is provided for all veterans in the program for scheduled appointments.
- Monitoring vehicle mileage and ensuring required maintenance is obtained and that any reports of vehicle damage are forwarded to the CVSO and Transportation Coordinator at VAMC Reno in a timely manner.
- Assists with the development and administration of the Veterans Service Office budget and monitors expenditures.
- Maintains records and prepares reports for Veterans Service Office functions; performs a variety of record maintenance and specialized office support assignments related to the Veterans Services Program.
- Provides lead direction and training for, and supervision of, other office staff.
- May serve as Veterans Service Officer in his/her absence as delegated.

## **VETERANS SERVICE REPRESENTATIVE II - 3**

### **KNOWLEDGE OF**

- Principles, policies, procedures, techniques, operations, and functions of County Veterans Service programs.
- Federal, State, and local laws, rules, procedures, guidelines, regulations, and requirements governing veterans' services and assistance.
- Federal State, and local HIPAA regulations and policies pertaining to protection of personal health care data.
- Federal, State, and local assistance programs.
- Inter-relational programs of the Department of Veterans Affairs.
- Medical terminology interpretation.
- Principles and techniques of interviewing and casework recording.
- 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 service claims processing.
- Research methods and sources.
- Supervisory techniques and County personnel policies, procedures, and M.O.U.s.
- County budget processes.

### **ABILITY TO**

- Effectively interview, interpret and record information.
- Effectively analyze situations and information to determine best course of action.
- Interpret regulations as applicable to pursuing benefits.
- Read, understand for application, interpret, and explain medical charts, records, tests, medications, and procedures.
- Interpret, apply and explain Federal and State laws, rules, and regulations governing veteran's benefits and services.
- Provide effective counseling regarding benefits and services to veterans.
- Research, analyze, organize, and develop documentation utilizing a variety of data and information.
- Communicate effectively, both orally and in writing.
- 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.
- Deal tactfully and courteously with the public and other county staff.
- Supervise, direct and provide training for other office staff.
- Effectively represent County Veterans Service Office with the public, and community organizations.
- Establish and maintain cooperative working relationships.

## **VETERANS SERVICE REPRESENTATIVE II - 4**

### **TRAINING AND EXPERIENCE**

Bachelor of Arts Degree in Public Administration or Social Sciences and 1 (one) year work experience performing duties similar to a Veterans Service Representative I with Plumas County or other counties with similar classification structure.

**OR**

Associate of Arts Degree in Public Administration or Social Sciences and 3 (three) years progressively more responsible work experience performing duties similar to a Veterans Service Representative I with Plumas County or other counties with similar classification structure.

**OR**

5 (five) years of progressively more responsible work experience performing duties similar to a Veterans Service Representative I with Plumas County or other counties with similar classification structure.

### **SPECIAL REQUIREMENTS**

Be a veteran of the United States Army, Navy, Marine Corps, Air Force, Coast Guard, or any other recognized entity which provides veterans status in accordance with U.S.C. Title 38 terminating with an honorable discharge.

Accreditation by the United States Department of Veterans Affairs and the State of California.

Must possess a valid driver's 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.