

VETERANS SERVICE DEPARTMENT
LAKE COUNTY

JOB DESCRIPTION
Assistant to the Veterans Service Officer

OVERALL FUNCTIONS:

The Assistant to the Veterans Service Officer, under general supervision of the County Veterans Service Officer, is responsible for assisting veterans and family members with services provided by the Veteran's Affairs Department, providing administrative support for the department and preparing reports as needed. Duties include counseling and assisting/serving military veterans and their dependents or survivors in their pursuit of benefits from the US Department of Veterans Affairs (VA) and other agencies. Duties include studying and explaining State and Federal veterans legislation, regulations and procedures, consulting with medical care providers, preparing veterans benefit claims, and consulting with other government agencies to ensure that their clientele are receiving the maximum level of assistance and benefits to which they are entitled.

NATURE AND SCOPE OF RESPONSIBILITIES:

This position is a single incumbent position reporting to the County Veterans Service Officer. Below is a non-exhaustive list of duties and responsibilities. Other duties and responsibilities may be required if requested.

SPECIFIC RESPONSIBILITIES AND DUTIES:

A. PROGRAM MANAGEMENT

1. Interview veterans and their dependents, review the veterans' military, social and medical history to gather accurate information pertinent to the claim
2. Correspond and consult with other Veteran Service Officers and appropriate entities relative to background information which may materially affect the applicants' benefit entitlements
3. Consult with medical care providers concerning specific benefits to which veterans or their dependents may be entitled and assist the individuals in obtaining these benefits
4. Counsel and assist claimants in the preparation and submission of necessary forms for benefits, such as compensation, pension, insurance, education, headstone or burial allowance, hospitalization
5. Advise claimants regarding other benefits to which they may be entitled, including social security, nursing home care, vocational rehabilitation and other forms of public assistance
6. Advocate for claimants by ensuring that all award actions and decisions by the VA or other agencies are accurate and in compliance with existing laws and regulations
7. Maintain files on each veteran within Lake County
8. Prepare routine and specialized correspondence for veterans and veterans' dependents

9. Prepare routine and specialized correspondence and reports for both the state and federal governments
10. Process veterans' claims benefits for county, state, and federal government
11. Ensure the protection, privacy and integrity of all veteran and claimant personal identity data, medical information, IRS information and VA claim/military data
12. Annually complete the training program established by the Department of Veterans Affairs and successfully complete an administered test
13. Complete Training, Responsibility, Involvement and Preparation of Claims (T.R.I.P.), qualify for the Personal Identity Verification (PIV) Card and maintain access to and proficiency in the VA Citrix Access Gateway (CAG) and similar web based programs
14. Perform other related work as necessary to ensure expedient delivery of benefits

B. COMMUNICATION AND PUBLIC RELATIONS

1. Maintain liaison with, and deliver speeches to, veterans' organizations and other interested groups to ensure public awareness of available benefits and assistance
2. Provide public relations and outreach efforts to properly promote and educate the public on all programs and services available to our veterans, military service personnel and their families
3. Greet the public in a friendly manner in person and on the phone
4. Maintain professionalism by exercising tact, diplomacy and courtesy at all times
5. Answer the public's questions or route to appropriate personnel
6. Represent the County when speaking to groups and organizations
7. Represent the County to local, state, and federal agencies
8. Accurately disseminate information to various media

C. KNOWLEDGE, SKILLS, AND ABILITIES

1. Knowledge of governmental structure and resources
2. Knowledge of the benefits and services available to veterans and their dependents, and of State and Federal laws and regulations
3. Knowledge of the principles and methods of interviewing
4. Knowledge of available community resources and agencies, both public and private
5. Skill in good communication and organization
6. Skill in public speaking
7. Skill in assembling and preparing data for report presentations
8. Skill in negotiating and resolving disputes between parties
9. Skill in operating necessary computer programs software and equipment
10. Skill in maintaining accurate records
11. Ability to establish and maintain effective working relationships with veterans and their dependents, community organizations, and the general public
12. Ability to explain Federal and State veterans' legislation

13. Ability to operate standard office equipment such as a calculator, computer, copier, scanner, etc. for use in the preparation of forms, reports and necessary correspondence
14. Ability to express ideas clearly, in written or oral form
15. Ability to work effectively and cooperatively with federal, state, and local government officials
16. Ability to demonstrate good judgment and decision making
17. Ability to engage in social interactions which constantly require oral and written communications
18. Ability to prepare clear and concise reports
19. Ability to communicate clearly and concisely, both orally and in writing
20. Ability to work independently in the absence of supervision
21. Ability to establish and maintain effective working relationships with those contacted in the course of work
22. Ability to meet the County's driving standards

D. PHYSICAL REQUIREMENTS / WORK ENVIRONMENT

1. Maintain effective audio-visual discrimination and perception, which is needed for:
 - a. Making observations
 - b. Reading and writing
 - c. Operating assigned equipment
 - d. Communicating with others
2. Maintain physical condition appropriate to the performance of assigned duties and responsibilities, which may include the following:
 - a. Walking, standing or sitting for extended periods of time
 - b. Reaching above shoulder, pushing and pulling objects and occasionally bending in the performance of job
 - c. Infrequently lifting and/or moving up to 10 pounds
 - d. Driving

E. Background Checks

1. Pass local background check
2. Pass federal background check administered by the VA

Employee

Date

Department Head

Date