

## **DIRECTOR OF VETERANS' SERVICE AGENCY**

**DISTINGUISHING FEATURES OF THE CLASS:** This is an administrative and counseling position with direction and oversight of the county program to assist the veteran and military service community of Genesee County. The duties of this position include providing direct benefits counseling, assistance and claims management to veterans, active and reserve service members and their dependents and survivors. Acquainting clients with their rights and assisting them with claims filing for veteran's benefits on the Federal and State levels, and accessing other local benefits/resources. Work is performed in accordance with statements of policy by the County Manager and Legislature, with leeway for the exercise of independent judgment. Does related work as required.

**TYPICAL WORK ACTIVITIES:** The following work activities are listed as examples only and in no event shall an employee be limited to only those examples listed here:

Interviews clients face-to-face or by telephone in order to establish rapport, explain the services of the agency, identify all possible benefit entitlements, obtain necessary information and documents, inform clients of available programs and benefits and explain VA medical and adjudicative laws, regulations and procedures;

Secures information and evidence necessary for the proper development and presentation of claims;

Evaluates the information gathered and recommends a course of action or initiates an application;

Obtains legal Power of Attorney from clients, when appropriate, when needed to adequately pursue claims;

Prepares and processes claims, applications and appeals for compensation, pension, medical services and other veterans' benefits derived through and from services in the US Military Services;

Contacts various federal, state and local governmental agencies, Department of Social Services staff, and other agencies and/or individuals to insure and coordinate benefit delivery;

Maintains written and electronic records and files on all clients and client contacts, and services performed during each client visit;

Composes correspondence, completes application forms and documents and writes appeal briefs;

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Assists clients in obtaining medical, legal or personal documents needed to support claims;

Reviews Power of Attorney copies of VA correspondence to determine accuracy and legal justification for all VA decisions or additional evidence required;

Contacts claimants and has follow-up interviews to continue claim management and insure that all evidence and VA requested actions have been taken;

Visits seriously disabled clients at their residence, hospital or nursing home when necessary;

Secures burial flags, head stones and grave markers for Veterans' graves;

Maintains liaison with private and public welfare agencies, and refers Veterans and family members to appropriate services provided by such agencies;

Stays abreast of changes in laws, regulations, medical practices and medicines that pertain to veterans and military benefits;

Maintains liaison with governmental, private, fraternal, civic and veterans' groups and agencies;

Attends meetings of veteran's organizations when needed;

Prepares news releases for the dissemination of information relating to veterans' benefits, or other veterans' related information;

Appears when requested on radio and television or before community groups to discuss issues concerning veterans and their benefits;

Prepares monthly, quarterly and annual reports of agency activities, contacts, services provided and award summaries to the NYS Division of Veterans Affairs, Commissioner of Social Services and others, as required;

Provides limited input to the annual Department of Social Services budget and coordinates all activities with that Department;

Advises and updates the County Manager and/or Legislature regarding important veterans' related issues and events and information, upon request.

Performs other administrative duties as required.

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### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL**

**CHARACTERISTICS:** Thorough knowledge of Federal, State and local laws pertaining to veterans' benefits and services; thorough knowledge of the US Department of Veterans Affairs claims adjudication procedures, VA medical regulations and procedures; familiarity with medical and psychiatric conditions associated with the veteran population and related resources; ability to appear and speak knowledgeably before groups and the media; ability to compare and correlate numerous variable facts and incidents; ability to use computer technology to manage claims, utilize data-bases, prepare correspondence and e-mail, access VA claim information and other veterans resources; demonstrate a high level of reasoning skills in dealing with complex issues and ideas; thorough knowledge of accepted interview and counseling techniques and practices; excellent communication skills, including the ability to express ideas clearly and effectively both orally and in writing; ability to read, interpret and practically apply complex text and ideas such as but not limited to: Federal, State and local laws pertaining to veterans' rights and benefits, claims adjudication procedures and VA medical regulations and procedures, military regulations and records, medical and psychiatric records, text and opinion; ability to take appropriate actions that have impact on the financial well-being, health and safety of clients; ability to interact appropriately with clients demonstrating a polite, tactful, confidential and compassionate manner; ability to establish and maintain good public relations; willingness to accept responsibility; resourcefulness; tact; honesty; integrity; initiative; good judgment; creativity; adaptability, sensitivity and emotional maturity.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit, use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee is required to walk, talk, and hear. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

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The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually quiet.

### **MINIMUM QUALIFICATIONS:**

Must be Honorably Discharged from the Armed Services of the United States of America. Military Service must have been during a period of war\*.

- A. Possession of an Associate's degree or higher in Social Services, Human Services or related field AND one (1) year of business, personnel or administrative experience preferably with veteran or member of the armed forces in giving counsel and assistance to individuals regarding personal, legal, financial, employment or benefits claims problems.
- B. Possession of a high school diploma or an equivalency diploma recognized by the New York State Department of Education AND three (3) years' experience as defined in A.

\*As required by Article 17 of the New York State Executive Law, Chapter 43 of the Laws of 1996.

### **SPECIAL REQUIREMENT:**

- Must obtain accreditation by the US Department of Veterans Affairs within 18 months of appointment.
- For appointment and continued employment candidates must possess a valid New York State Motor Vehicle Driver's License.

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Non-Competitive

Approval Pre 1972

Revised 12/8/83 – 3/21/95 – 3/21/00, 8/4/10, 2/22/12, 7/30/12, 4/3/25

All qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status.