



VETERANS SERVICE OFFICER

Jurisdiction Class: Competitive
Civil Division: County
Adopted by PO: 11/03/2016
Revised by PO: 10/13/2021
Revised by PO: 1/27/2022
Revised by PO: 2/24/2022

DISTINGUISHING FEATURES OF THE CLASS:

This is professional level work with military veterans and their dependents or survivors. Work involves assisting, counseling, and advising claimants in the pursuit of benefits from the 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. Supervision of other is not a responsibility of this class. The work is performed under the general supervision of the Director of Veteran's Service Agency with wide latitude allowed for independent judgement, and in planning, scheduling, and carrying out duties and responsibilities. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Interviews veterans and their dependents, reviews veterans' military, social, and medical history to gather accurate information in various private settings to include the claimant's residence, nursing home or assisted living facility;
Assists claimants in the preparation of necessary forms for benefits such as compensation, pension, insurance, education, and hospitalization;
Researches, locates, interprets, and conveys appropriate official rule of law in order to develop and maintain successful claims;
Consult with medical care providers concerning specific benefits to which veterans and/or their dependents may be entitled and assists the individuals in obtaining these benefits;
Advises claimants regarding other benefits to which they may be entitled, vocational rehabilitation, and other forms of public assistance;
Responsible for accurate data entry to prevent potential omission of error and/or unintentional harm in the claim application process on behalf of the claimant;
Makes field visits to veterans unable to visit the agency office;
Attends conferences held by the Veterans Administration and other government agencies to further knowledge of changing laws, programs and benefits;
Transports and assists with coordinating transportation for veterans to other veterans' facilities and/or specific services;
Performs other duties as assigned.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working knowledge of the benefits and services available to veterans and their dependents, and of State and Federal laws and regulations;
Working knowledge of Local, State and Federal laws regarding confidentiality;
Knowledge of the principles and methods of interviewing;
Knowledge of available community resources and agencies, both public and private;
Ability to establish and maintain effective working relationships with veterans and their dependents, community organizations, and the general public;
Ability to explain Federal, State, and Local veterans' legislation;
Ability to operate standard office equipment such as a calculator, computer, typewriter, etc. for use in the preparation of forms, reports, and necessary correspondence;
Ability to understand and follow oral and written instructions;
Ability to communicate effectively both orally and in writing;
Ability to keep accurate, clear, legible records and make reports;
Ability to enter and move within private residences;
Ability to deal effectively and objectively with people of diverse socio-economic backgrounds and cultures;
Ability to maintain confidentiality;
Good listening skills, social perceptiveness, empathy and sensitivity;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma; AND one (1) year of full-time, paid experience, or its part-time equivalent, in a position providing direct services to clients in a public or private agency.

NOTE:

One (1) years of study in a regionally accredited college or university registered by the State of New York may be substituted for the full-time paid experience.

SPECIAL REQUIREMENTS FOR APPOINTMENT AND CONTINUED EMPLOYMENT:

- a) The incumbent must be a Veteran as described in section 350 of the New York State Executive Law (i.e. a resident of the State of New York, who has served in the active military or naval service of the United States during a war in which the United States engaged and who has been released from such service otherwise than by dishonorable discharge, or has been furloughed to the reserve).
- b) Possession of a valid New York State Operator's license is required at the time of appointment, and such license must be maintained throughout the tenure of employment in the position;

TRAINING REQUIREMENTS:

Within eighteen (18) months of appointment, the appointee must obtain accreditation as a Veterans service organization representative from the United States Department of Veterans Affairs to assist Veterans and their family members in the preparation, presentation and prosecution of claims for benefits pursuant to section 5902 of Title 38 U.S. Code and section 14.628 of Title 38 Code of Federal Regulations.