

# Veterans Services Officer



## Position Description

**Status**

Full-Time, Nonexempt

**Compensation**

B22

**Bargaining Unit**

N/A

**Reports to**

Senior and Veterans Services Director

**Supervises**

None

**Position Category**

Specialist

**Summary**

This position advises and assists older adults, veterans, veteran survivors and dependents in applying for claims and benefits available under federal, state and local laws. Attends senior and veteran related meetings on behalf of Allegan County and exercises independent judgment in following defined policies and procedures.

**Essential Functions**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Ensures that the needs and benefit entitlements of seniors, veterans, veteran dependents and veteran survivors in Allegan County are identified and met within the requirements of legislation and available resources. Reviews and evaluates documentation to determine individual and/or family qualifications for benefits. Assists with completing applications for appropriate local, state, and federal benefits and place referrals to outside agencies when appropriate.
2. Interviews, counsels and provides technical assistance to veterans, dependents and survivors in filing applications to the Veterans Administration (VA) for pension, compensation, education, VA Health care, burial allowance, home loan, insurance benefits and any other appropriate entitlements. Gathers evidence and supporting documentation necessary to process the application.
3. Researches, interprets, and applies federal, state and local laws and regulations to determine the benefits for which veterans, dependents, and survivors may be entitled. Monitors changes in federal, state and local laws and regulations as well as Court decisions and General Council opinions to advise claimants regarding benefits and services.
4. Assists veterans with medical, psychological, and alcohol/drug problems to obtain treatment and hospitalization and assists in arranging admission, transportation and custody in emergency situations. Assists aging veterans in find housing, in-home care or a nursing facility.

5. Conducts interviews with clients to determine what types of assistance are available (i.e. Medicaid, Medicare, Millage services, Veteran's Relief Fund, VA benefits) and assists with the paperwork required to make application.
6. Works collaboratively with agencies such as the VA, Social Security, rehabilitation organizations, educational institutions, veteran service organizations, service providers and community partners to facilitate services to clients, maintain cooperative working relationships and become aware of new programs and services that are available.
7. Through a team based, person centered approach, provide a "one stop" service that meets the client's by assisting with the completion of forms, coordinating informal supports, service providers and providing information on other community resources as appropriate.
8. Maintains comprehensive client records and compiles reports as required by various federal, state and local agencies.
9. Represents Allegan County at a variety of meetings, conferences and events involving senior and veterans services and presents to interested groups on services available in Allegan County.

## **Competencies**

Competencies are listed below.

- Customer Focus
- Teamwork
- Employee Engagement
- Process Focus
- Financial Resources
- Goal/Results Oriented
- Communication
- Leadership & Influence
- Decision Making & Judgement
- Analysis & Problem Solving

## **Supervisory Responsibility**

This position does not have direct supervisory responsibilities.

## **Work Environment**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers and filing cabinets.

## **Physical Demands**

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.

While performing the duties of this job, the employee is regularly required to express oneself and exchange information both verbally and in writing. The employee is frequently required to move about the office environment; operate a computer and other office machinery; and move or transport files or other items to meetings and other office spaces. This is largely a sedentary role; however, some filing is required. The ability to open filing cabinets and bend or stand on a stool as necessary is required.

## **Travel**

Travel is required throughout the County for training and outreach purposes.

## **Required Education and Experience**

1. Bachelor's Degree in Psychology, Sociology, Social work or related field. A combination of education and experience in working with a vulnerable population to meet their needs may be considered in lieu of a degree.
2. Two (2) years of case management experience.
3. Experience working with at-risk senior population and/or knowledge of available services/resources in Allegan County.
4. Must possess or be able to obtain accreditation in both Medicaid and Medicare Assistance Program (MMAP) and Veteran Services Officer within six months of hire.

## **Other Duties**

Ability to competently perform all the essential duties of the position, with or without reasonable accommodation, demonstrated commitment to effective customer service delivery, and the ability to work productively as a member of a team or work group are basic requirements of all positions at Allegan County.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

## **Signature**

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_